



ऑल इण्डिया स्टेशन मास्टर्स असोसिएशन
All India Station Master's Association
Regd. No. NND/09, NEW DELHI.
AISMA



No. AISMA/DS/2025/08/02

DTAE:- 11/08/2025

TO,
The Divisional Railway Manager
Central Railway CSMT, Mumbai

Respected Sir,

Sub:- Submission of Memorandum by ALL INDIA STATION MASTERS' ASSOCIATION – Reg.

Ref:- As annexed related to this subject matter and the content.

We, the STATION MASTERS fraternity of Mumbai Division extend our warm and sincere Greetings on assuming office as DIVISIONAL RAILWAY MANAGER and express our best assurance and cooperation within our limits, in running this vast organization of Railway System in our country.

Sir, The Central Executive Committee, has instructed to celebrate and commemorate the Power Day-2025 on 11.08.2025 by way of conducting Divisional Demonstration by Station Masters, before the DRMs Office in all the 68 Divisions and submit a dual memorandum 1. To CEO / RB through our DRM's for the National Demands and 2. To our DRM for our Divisional Demands.

We have detailed some of the pending demands of Station Masters in the annexure. It is prayed that the following issues may attract your immediate attention and we fervently hope that realizing the genuine demands of STATION MASTERS you will get to do justice to this cardinal category of Railways.

- 1) Posting of Dy. SM and Site SM as per Pinpointing.
- 2) Timely promotion from L6 to L7 and from L7 to L8 to Station Masters.
- 3) Factual Job Analysis/Work Study.
- 4) Provision of Air conditioners in all Central Cabins/Panel Rooms and SM Offices.
- 5) Separate Changing Room and Toilet for Ladies Station Master.
- 6) Calendar Rest in Intensive Roster.
- 7) Filling up Vacancies.
- 8) Payment of Dress Allowance to the Station Masters working at Divisional and Zonal HQ.
- 9) Timely MACP to all eligible SMs.
- 10) Relieve SMs from commercial duties.
- 11) Expedite IRT and IDT.
- 12) Conduct Workshop for counselling and awareness.

We earnestly draw your attention on the above issues. Your intervention and direction are highly Solicited.

Thanking You

Encl: Annexure

SURYA PRAKASH SINGH
Divisional Secretary
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Annexure to DRM's letter No. AISMA/DS/2025/08/02 Dated 11/08/2025

1. Posting of Dy. SM and Site/Block SM as per Pinpointing:

- a) Prior to commissioning of central panel, Station Master used to deal the Train with the co-operation of Cabin Men / Switchmen posted at either end of the Station. Thus the responsibility for passing trains was equally distributed among three entities. However, with the dismantling of end cabins, the entire responsibility of passing of train is on a single person i.e. Station Master. On 09-07-2002, Railway Board vide its letter No. 2002/Sig/PI/1 had directed all General Managers to post additional Station Master at all double line stations and at those single line Stations where line capacity utilization exceeds 85%. Accordingly, the post of 2nd SM (Dy. SM) has been sanctioned at many Stations but has not been implemented in the true spirit. The absence of Dy. SM has overburdened the duty of Station Master. Also, number of incidents has been caused due to overburdened duty of Station Master. However, the SM on duty is mercilessly punished for many times without considering the basic reality and a pragmatic approach to the reasons behind the incident. Station Masters have role conflict and overburdened in simultaneously discharging various kinds of duties single handedly and this leads to do mistakes – especially during failures and abnormal working. At times this has caused untoward incident. For smooth train operation, public dealing, passenger amenities, TPRO, handling of failures and various maintenance blocks coordinating with other departments station masters plays an important role. please post the Dy. SM where it has been sanctioned and pinpointed.
- b) Proper Site/Block SM should be booked for Block. Recently, on duty Dy SM has been send to attend Night Block, instead of booking proper Site/Block SM, keeping the Station unmanned for 2-3 hrs. Also block message is send in the evening after 17.00hrs due to which, at the last moment it becomes difficult for In-charge to arrange Points man and SM for the Night block. So request you to kindly look into the matter and book proper Site/Block SM at big Station. Also post the Site/Block SM at big/junction Station as per pinpointing.
- c) All Stations of our Division should be Manned by Station Masters only, In some stations like SION, MTN, KCE, SEVARI, RAY ROAD, SNRD, MSD etc. Evening and Night shifts were suspended and Station Masters were withdrawn from these stations. AISMA urge you to operate all shifts of station masters as per pinpointing at all Suburban stations for the safety of the travelling public.

2. Timely promotion from L6 to L7 & L7 to L8 to Station Masters from date of arising of vacancy:

Level-7 & Level-8 post are non-selection posts filled up through promotion on seniority basis. The Railway Administration is not ordering timely promotion from Level-6 to Level-7 & from Level-7 to Level-8 despite having many vacancies in the higher grade and delaying the same without genuine reason is unacceptable. Technology is ripe with facilities to issue promotion orders to the senior most in the lower grade on the date of arising of vacancy in the higher grade, through HRMS. It is noteworthy that, while assessing the vacancies of Level-8, the anticipated vacancies for next one year not assessed. Due to this the vacancies of Level-8 remains vacant for whole year. This has an adverse effect on the promotion from Level-6 to Level-7. These discrepancies need to be resolved. Hence it is demanded that all pending promotion orders shall be issued at the earliest and all future promotion orders shall be issued from the date of arising of vacancy in higher grade.

3. Conduct factual Job Analysis and Work Study:

- a) For every additional train there are additional Loco Pilots, Train Managers, TTEs, and maintenance staff. But the number of Station Masters remains a constant irrespective of number of trains run over the

section. Job analysis is a long pending issue. The Duty Roster is Continuous/Intensive at different Station/Cabin. The work load has increased manifold in the last 5-10 years but still the roster has not changed. There is a need to think about that Station Master who is working with increased workload. The Railway Board, vide its letter No. 2016/E(LL)/HPC/6 dated 16-06-2016 has instructed all Zonal Railways to conduct factual Job Analysis of all safety category in a time bound manner and change the classification, where necessary. AISMA is submitting this issue repeatedly to the administration as we believe if proper Job Analysis is done, classification of many Stations would be changed. It is once again urged that factual Job Analysis of duties of Station Masters be conducted urgently in a time bound manner as advised by the Railway Board.

On main line all central cabins are having intensive roster but only Bhandup and Vikhroli Central Cabin are having continuous roster. It is noteworthy here that there is no recorder whereas number of trains running are same. Even though job analysis of Vikhroli Central Cabin was done but still not implemented, request you to kindly expedite the matter for implementation of intensive roster for both cabins. Similarly post the recorder in Parel.

- b) Work study for Dy.SM of **Palasdhari Station** and for Supervisory SM of **TPND, NGTN** be conducted on priority basis in first phase in a time bound manner as advised by the Railway Board. There is a need to think about that Station Master who is working with increased workload.

4. Provision of Air conditioners in all Central Cabins/Panel Rooms and SM offices:

Most of the space in the SM Panel Room has been occupied by electronic equipment/gadgets and their accessories. An Extremely high temperatures during the summer months is a known fact. Due to the presence of a large number of electronic gadgets and their accessories the temperature inside SM's Panel Room is always a couple of degrees more than the local temperature outside. At some of the Station, due to old design and Layout, even cross ventilation of air is not available in the SM's Panel Room. All this has a negative impact on the physical and mental capability of SM to discharge his duties and is a potential safety hazard. More over the extreme heat can impair the working of the gadgets and wires in the Panel Room.

In view of above, it is requested that provide Air-Conditioning in SM's Panel Room at the Station. This will enable a safe and conducive working environment for the Station Master.

5. Separate Changing Room and Toilet for Ladies Station Master:

Station Masters work round the clock at all Stations. Now a days many women Station Masters also work at inconvenient station with inconvenient timings. When women Station Masters are put to such a hardship the administration is disregarding their privacy issue in addition to creating a hostile working environment. As per employee charter of Railway that all the offices where there are more than 5 female employees working Changing Room and Ladies Toilet should be provided. The women Station Master/employees have no access to changing room and separate ladies toilet at many Station (where women employees working), causing the hardship due to non-availability of these ladies facilities.

Railway Board have already given directives vide its letter No. E(W)/2021/UN-1/6 Dated- 13-10-2021, 21-03-2022, 25-03-2022 to make provision of Separate Changing Room and Toilet for women employees in time bound manner. We sincerely hope that, you will kindly pursue the above matter and issue suitable instruction to concerned HODs for the betterment of women Station Master/employees.

6. Provision of calendar Rest to SMs working in Intensive Roster:

Station Masters are working in Intensive duty roster in most inhuman manner, they are to perform seven day work without any weekly rest. The high power committee constituted to review the working hours of running and safety categories staffs recommended to provide weekly rest to the staff working in Intensive duty roster. Railway Board vide its letter No. 2016/E(LL)/HPC/5 dated 16-06-2016 circulated under RBE 67/2016 has accepted the said recommendation and advised to all Zonal Railways to formulate duty roster for staff working in Intensive roster, providing rest. Many Railways as NWR, SR have already implemented the new rosters. Hence, we humbly request you to kindly implement the revised Intensive roster, providing rest in Mumbai Division.

7. Filling up Vacancies in the cadre of Station Masters:

Vacancies in the cadre of Station Masters are filled up through RRBs by direct recruitment (60%) and through departmental selection by promotion (40%). This promotional recruitment is entirely controlled and executed by the Railway administration and there is no dependency on external agencies unlike direct recruitment. When there is a strong demand from this Association for filling up of departmental quota posts in the cadre of Station Masters, the Divisional officers do something to satisfy the demand. That too is often impaired by the slow pace and no concrete action plan is published. There are no targets fixed or responsibility bestowed in the matter of promotional quota recruitment to the cadre of Station Masters as is being done in other selection processes. Therefore it is demanded that a detailed action plan with target to fill up the vacancies in the cadre of Station Masters to ensure safe and efficient railway operations.

Similarly fill up the vacancies in the cadre of Points Man and Shunting Master as soon as possible for smooth and safe Train movements.

8. Payment of Dress Allowance to the SMs working as MVI, TI and planning Inspector:

A letter (No: CR/HQ/PERS/38/2021/67083 dated 19-05-2025) has been issued by Personnel Department, Headquarter Office, to DRM(P) of all five Divisions of Central Railway stating that the SMs working as MVI, TI, DTI, and Planning Inspector in DRM office are not eligible for Dress Allowance. Furthermore, the letter No. P/CR/HQ/ET/348/14-SM/TNC dated 07-08-2023, which stated that Dress Allowance should be paid uniformly to all the SMs, MVIs, TNIs working in Divisional Offices, has been withdrawn. Due to this, there is unrest among the Station Masters of the entire Mumbai Division.

It is also important to state that, there is no separate cadre of MVIs, TIs, DTIs & PIs, as they belong to the unified cadre of SM/ASMs and are basically SMs in their respective parent cadre. Their lien and seniority is being always maintained with original cadre of SM. When SMs are posted as inspectors to work in section they are being called as Sectional TIs and when they are being posted at Division and Headquarters they are being called as MVI, TI, DTI and Planning Inspector to distinguish as per his work but, actually they all are part of the unified cadre of SMs. Similarly, when SMs are posted in the Yard they are being called Yard Master and when SMs are posted at the Station they are being called Station Master.

In view of the above for payment of Dress Allowance to the SMs working as MVI, TI and Planning Inspector, the Sr. DPO CSMT issued Letter No. BB/MIS (P)/7CPC/Dress All. dated 03-11-2017, the DY CPO(NG) issued Letter No. P/CR/HQ/ET/348/14-SM dated 25.03.2022 and the APO(T&C) HQ issued

Letter No. P/CR/HQ/ET/348/14-SM/TNC dated 07-08-2023. However, on 19-05-2025 the APO(T&C) HQ again issued letter No: CR/HQ/PERS/38/2021/67083 to DRM(P) of all five Divisions of Central Railway stating that the SMs working as MVI, TI, DTI, and Planning Inspector in DRM office are not eligible for Dress Allowance. AISMA strongly opposes this letter and demands its immediate withdrawal.

9. Timely MACP to all eligible SMs:

As per Letter No.BB/P/558/GT/SM/CHC/MACP dated 20.05.2025 a MACP list of SM was issued but many eligible SMs are not yet given MACP through this letter. This has happened in almost all the MACP lists released in the past. After the MACP list is released, there is a delay of months in getting Pay-fixation. After that it takes several months to get the arrears. Similarly, letter number PC-V/2009/ACP/2 Dated-29/12/2011 is not being followed in MACP 2nd and 3rd MACP. Intervene please.

10. Relieve SMs from UTS ticket booking job:

Even though there are modern gadgets available to ensure safe passage of Trains, a human being, i.e. Station Master, is final authority to ensure safety. In many road stations Station Masters are entrusted with UTS ticket booking job in addition to working in panels for train passing duties. This is very unsafe practice as while tickets are being issued to the public, proper concentration on train passing job may not be possible and there has been many accidents due to this reason. In view of report of CCRS, the Railway Board, vide letter No. 2002/TG/IV/PA/110/CRS/BC dated 24-05-2005, has issued instruction to maintain a guideline and post commercial clerk for ticket booking at road side Stations. In Mumbai Division at some Stations outside agencies (STBA) are engaged but at many Station (KLMG, KASU, APTA, JITE, SMNE, etc.) Station Masters are entrusted to book UTS tickets. Although number of tickets/passengers at such stations is less but it is very difficult to concentrate for one Station Master to perform safe and punctual train operations and simultaneously UTS ticket booking and other commercial activities. Sometimes the situation becomes out of control. Hence, the SMs, working in these Stations must be relieved from ticket booking jobs forthwith in consideration of safety.

11. Expedite IRT and IDT:

Station Masters are appointed mainly from open market candidates through RRBs by direct recruitment. Para No. 226 of IREC permits the Station Masters to apply for a transfer to their native place and directs the Railway Administration to consider such request on priority and order such transfers. Subsequent Railway Board order amplified the provisions of this welfare legislative and liberalized the process of IRT and IDT among Station Masters. It is pertinent to note that such incumbent loses all their acquired seniority on IRT and IDT and will Rank junior to all SMs working in the new seniority unit. Hence any delay in finalizing IRT and IDT of Station Masters affected their career prospects. Hence please expedite.

12. Conduct Workshop for counselling and awareness:

In the changed scenario, the importance of Contract System, Imprest Cash, Form-1 has increased. In the absence of comprehensive knowledge, the possibility of mistake remains. For comprehensive information/knowledge about this a one-day workshop should be conducted regularly for all Station Masters. Similarly, the above subject should be included in the initial and refresher course.
