

Ministry of Railways



Railway Minister Reviews Comprehensive Measures to Empower Station Masters for More Efficient Station Management

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Union Minister for Railways Shri Ashwini Vaishnaw yesterday held a review meeting with senior railway officials to discuss issues and challenges faced by Station Masters and to deliberate on a comprehensive framework aimed at empowering them to ensure safer, more efficient, and passenger-centric railway operations across the Indian Railways network.



Station Masters play a critical role in ensuring safe train operations, coordinating with multiple departments, managing passenger facilities and maintaining smooth functioning of railway stations. During the review, detailed discussions were held on identifying operational and administrative challenges faced by Station Masters in their day-to-day working and developing solutions to strengthen their effectiveness.

The meeting also discussed strengthening the role of Station Masters. In addition, proposals relating to enhanced administrative and operational powers, improved career progression avenues and greater opportunities to rise to higher levels of management were reviewed. These measures aim to empower Station Masters to take quicker decisions, improve passenger service delivery and effectively oversee station infrastructure, staff offices, colonies and other associated facilities.

To address growing operational requirements, discussions focused on the provision of additional Station Masters in multi-track and high-density sections where traffic levels and operational complexity have increased significantly. The need for expeditious filling of vacancies in the Station Master cadre was also reviewed, with emphasis on treating these vacancies on priority..

Recognising the importance of technology in improving efficiency, discussions were held on introducing mobile app-based paperless working systems for Station Masters. The meeting also reviewed the development of an integrated Station Management System that would enable better coordination among various railway departments and facilitate faster resolution of passenger-related issues at stations.

The Railway Minister emphasized the importance of modern skill development and capacity building. Officials discussed upgrading training methodologies through the use of Virtual Reality, simulators and other modern training technologies to better prepare Station Masters for handling increasingly complex railway operations and emergency situations.

To enable quicker resolution of local issues and improve passenger convenience, proposals relating to enhancement of financial powers of Station Masters were reviewed. Greater empowerment at the station level is expected to facilitate timely maintenance, faster response to passenger requirements and improved station management.

The meeting also examined measures to improve career progression opportunities for Station Masters, enabling greater access to higher levels of management and leadership positions within Indian Railways. Discussions focused on creating a more motivating and growth-oriented work environment for employees serving in this critical operational category.

Safety-related issues were also reviewed in detail. Discussions focused on providing improved safety equipment and user-friendly tools at stations, keeping in view the increasing participation of women Station Masters and women Pointsmen in railway operations. The objective is to ensure safer, more accessible and more efficient working conditions for frontline railway staff.

The initiatives discussed during the review meeting reflect Indian Railways' commitment to empower Station Masters with better manpower support, modern technology, enhanced training, and greater decision-making authority, with the aim of building a more responsive, efficient, and future-ready station management system for millions of passengers across the country.

Dharmendra Tewari/ Dr. Nayan Solanki/ Ritu Raj/ Manik Sharma

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