

INTRODUCTION

Northern Railway Lucknow Division, formerly part of Oudh Rohilkhand Railway up to 1925, and later part of East Indian Railway from 1925 to 1952, caters to rail transport requirement of the most populous state of the country, serving 14 districts of Uttar Pradesh with a total route network of 1476.10 Kms. The area has upwardly mobile population with high public aspirations and extensive scope of development with a challenging law and order situation. Division has to continuously maintain preparedness with pre-emptive manoeuvres, to provide reliable and safe operations as per the demands and aspiration of public.

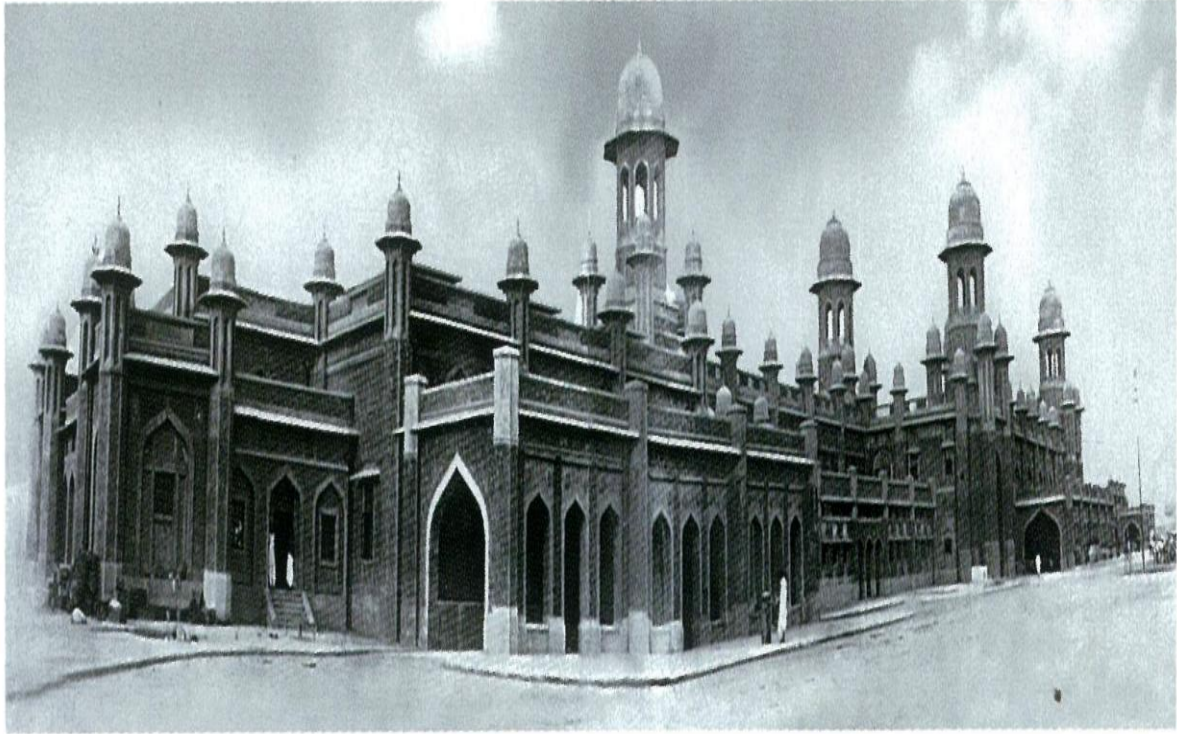
This Division is predominantly passenger service oriented with about 541 passenger-carrying trains. The Division provides vital link between Eastern and Northern States for freight traffic on diesel route, and also serves as an alternative passage for traffic of the electrified route due to saturation on Allahabad Division and particularly in the event of a disruption.

In recent past, the need to upgrade infrastructure of the Division has attained focus. Notwithstanding the constraints, deficiencies and shortcomings in the system, Lucknow Division has continually made strides to achieve higher level of performance in all spheres of railway operation maintenance and infrastructure upgradation.

Host of initiatives have been taken to improve Passenger Amenities on the Division. Two major stations of the Division viz. Lucknow and Varanasi are included in the list of stations to be developed as 'World Class' stations on Indian Railways. Inception reports for both these stations have been submitted. Division has continued with improvement works for station building and circulating area. Works have also been undertaken to upgrade and provide *desirable amenities* at thirty six "Adarsh Stations" out of which works have been completed on sixteen stations and work is in progress on remaining stations. Mechanized Laundry commissioned at LKO and BSB station.

LUCKNOW STATION

A VIEW WHEN IT WAS COMMISSIONED IN 1926



VISION AND STRATEGY

VISION

“To provide safe, reliable, efficient passenger and freight services; achieves goals for throughput and earning; enhance customer satisfaction by continuous upgradation of infrastructure, increased reliability of assets, operational efficiency enhancement with impetus on training and upgradation of workforce”.

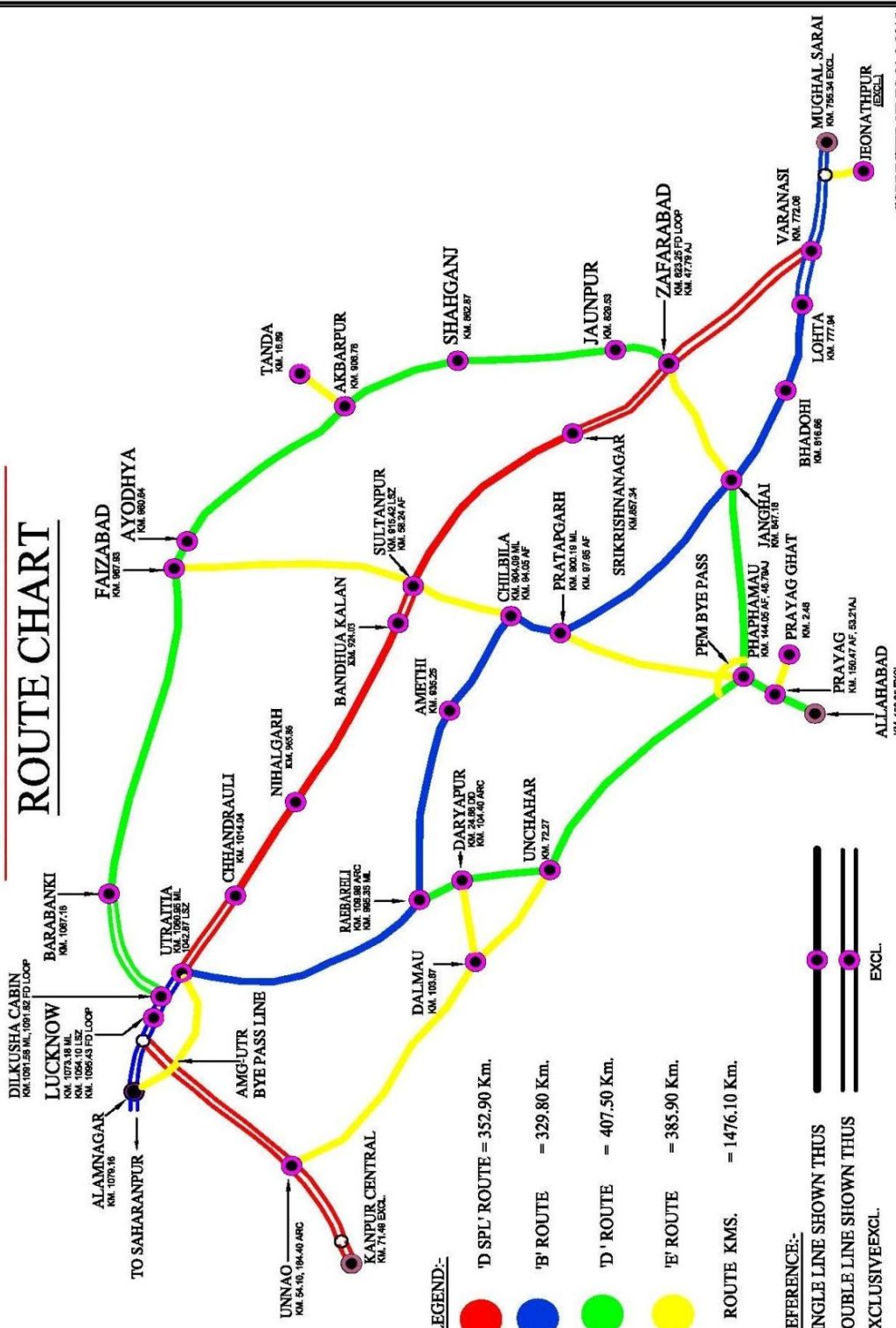
STRATEGY

- Ensure customer satisfaction –
 - By providing courteous and efficient service by imparting suitable training to front line staff.
 - By improving ambience and providing modern facilities at stations.
 - Bringing more trains under ISO 9001 certification.
- Generating revenue by organizing special marketing efforts and leasing of SLR's.
- Preventing leakage of revenue through system improvement & regular checks.
- Reduce expenditure through rational planning and close monitoring.
- Making persistent efforts to achieve 100% punctuality.
- Instill E – work culture among top line and bottom line managers by running regular and consistent training modules.
- Proactive and corporate planning for infrastructural growth.
- Staff motivation by ensuring effective grievance redressal machinery and cordial industrial relations.

SAFETY MANAGEMENT

- Enhancing safety standards through improvement in basic infrastructure by executing track renewal works, panel interlocking works, etc.
- Strive to achieve zero vacancy status for safety category posts.
- Developing comprehensive training and counseling packages for staff involved in train operations.
- Intensify inspections and intensive monitoring of safety staff by regular inspections.
- Implementing Disaster Management Plan.
- Increasing surveillance and implementing Security Plan.
- Aim at achieving zero missing fittings in rolling stocks.

NORTHERN RAILWAY LUCKNOW DIVISION ROUTE CHART



CORRECTED UP TO 31-3-2015

Lucknow Division Northern Railway

SALIENT FEATURES

| | | | |
|----|--|--|------------|
| 1 | TOTAL ROUTE KILOMETRES | 1476.10 Kms (All BG) (Double line section 257.48 Kms.) (Including 18.97 Kms Twin Single Line) | |
| 2 | DISTRICTS OF U.P. SERVED | 14 (Lucknow, Unnao, Pratapgarh, Sultanpur, Raebareli, Amethi, Sant Ravidas Nagar, Faizabad, Jaunpur, Allahabad, Varanasi, Barabanki, Chandauli, Ambedkar Nagar.) | |
| 3 | IMPORTANT PILGRIM STATIONS | Varanasi, Ayodhya, Barabanki, Prayag. | |
| 4 | NUMBER OF STATIONS | Block Stations | 158 |
| | | Flag Stations | 4 |
| | | Halt Stations | 35 |
| | | TOTAL | 197 |
| 5 | NUMBER OF STATIONS ELECTRIFIED | 173 | |
| 6 | NUMBER OF PASSENGER CARRYING TRAINS | 541 | |
| 7 | NUMBER OF AVERAGE PASSENGERS BOOKED PER MONTH (in Lacs) (2016-17 - July-2016) | 70 Lacs | |
| 8 | AVERAGE REVENUE LOADING PER DAY (2016-17 - July-2016) | 123 wagons (in terms of 8 wheeler) | |
| 9 | IMPORTANT COMMODITIES HANDLED | | |
| | INWARD | Fertilizers, Coal, Cement, Foodgrains, Salt, Clinker & Ballast. | |
| | OUTWARD | Fertilisers, Food grains, Firewood, Rice bran, Cement, Waste timber & Paddy Husk | |
| 10 | IMPORTANT INDUSTRIES SERVED | NTPC/ Unchahar, NTPC/Tanda, ACC/GNG, IFFCO/Phulpur, IGFC/ Sindurwa, Birla Cement/RBL, JP Cement/TD, | |
| 11 | TOTAL EARNINGS (2016-17 - upto July 2016) | Rs 552.13 crores | |
| 12 | TOTAL MANPOWER (up to 01.08.2016) | 22273 | |

| Category | 01.04.2014 | | | 01.04.2015 | | | 01.08.2016 | | |
|-----------------------|------------|------|--------------|------------|-------|--------------|------------|-------|--------------|
| | C | D | Total | C | D | Total | C | D | Total |
| Staff Strength | 17443 | 9073 | 26516 | 17881 | 8769 | 26650 | 17896 | 8752 | 26648 |
| On Roll | 13616 | 9454 | 23070 | 13323 | 10127 | 23450 | 11838 | 10435 | 22273 |

DIVISION AT A GLANCE (Commercial)

| Total Stations (Category wise) | 197 stations "A1" category - 02 stations "A" category - 12 stations "B" category - 05 stations "D" category - 27 stations "E" category - 111 stations "F" category - 35 stations Others - 05 stations (i.e. ARKH, TD, TPNR, BHA & BHB - Not open for passenger traffic) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---|-----|-----------|----------------|----|---|-----------------------|----|----------------|----------------|----|-----|----------------|----|--|----------------|----|--|--------------------|----|---|--------------------|----|---|-------------------|----|--|-------------------|----|---|
| Total PRS Locations | 67 Locations : 57 Cash PRS (Including 24 UTS Cum PRS & 02 India Post PRS), 08 Non Cash PRS. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Details of PRS Location | <p>Lucknow Station: (Main & Current Counter, Total Counters=15 counters) Varanasi Station: (Main & Current Counter, Total counters=10 counters) Others Locations- 31 (LKO-2nd Entry, LKO Cantt., LKO/SGPGI, LKO/HZG, LKO Jawahar Bhawan, BSB-2nd Entry, BSB/PTBV, BSB/BHU, ON, MKG, AMG, BBK, FD, AY, ABP, SHG, JNU, BOY, JNH, PBH, PRG, UCR, RBL, AME, SLN, NHH, LLJ GNG, PFM, KEI, BCN). UTS Cum PRS : 24 locations (PLP, MAY, ZBD, KS, SOP, JLL, CPB, HGH, MFKA, LBA, JOP, JAIS, BSE, SWPR, KHNM, DYD, RDL, ACND, GGJ, MLPR, DMW, SKN & BTP, ANTU) Non Cash Locations:- 08 (LKO/Vidhan Sabha, LKO/DRM office, LKO/RDSO complex, BSB/DLW, LKO/IRITM and CWAS (C&W Workshop, Alambagh), RCF, Raibareli), LWSA (Loco Shop, Charbagh) PRS in Post Office 02:- Kadipur Post office, Lalganj post office</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanctioned PRS Locations | 02 locations (Soraon Post Office, Mahatama Gandhi Kashi Vidyapeeth) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanctioned UTS Cum PRS | --- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| YTSK | Commissioned : 06 (LKO-1, BSB- 4 & RBL-1) Sanctioned & yet to be commissioned : 03 (BSB- 2, AME-1) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UTS Locations Commissioned | <p>141 locations – (including 24 UTS cum PRS locations)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="text-align: center;">Section</th> <th style="text-align: center;">Stn</th> <th style="text-align: center;">Locations</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">PRG-JNH</td> <td style="text-align: center;">06</td> <td>BYHA, URPR, SYC, PLP, THW, PYG (installed for Maha-Kumbh Mela-2012)</td> </tr> <tr> <td style="text-align: center;">FD(ex)-PFM(ex)</td> <td style="text-align: center;">03</td> <td>MEM, BTJ, SWE.</td> </tr> <tr> <td style="text-align: center;">ZBD-JNH</td> <td style="text-align: center;">01</td> <td>MAY</td> </tr> <tr> <td style="text-align: center;">BSB-ZBD</td> <td style="text-align: center;">08</td> <td>BRPT, BTP, KSF, SIQ, TLMD, ZBD, SOP, JLL</td> </tr> <tr> <td style="text-align: center;">LKO-CNB</td> <td style="text-align: center;">10</td> <td>AJ, AMS, HRN, JTU, MGW, MKG, ON, POF, SIC, CPB</td> </tr> <tr> <td style="text-align: center;">LKO-SLN-ZBD</td> <td style="text-align: center;">25</td> <td>AHZ, AKJ, APG, BDIN, BDKN, BKKS, BKSA, CDRL, CHBS, HRPD, HGH, JOP KEPR, LBA, MFKA, MWP, NHH, PKX, RMNR, SHNG, SKN, SLN, SVZ, SYW, TEG</td> </tr> <tr> <td style="text-align: center;">MGS-PBH-LKO</td> <td style="text-align: center;">41</td> <td>AME, AMG, ANTU, BANI, BCN, BOY, BSB, BSE, CHH, CIL, DND, FTG, HCP, GANG, GNG, JAIS, JGJ, JNH, KEI, KKAH, KVG, LKO, LOT, MLJ, MOF, NBP, NHN, PBH, PHV, PRF, RBL, RUM, SAGR, SAW, SWS, TLKH, UTR, VYN, SWPR, GRX, MFL</td> </tr> <tr> <td style="text-align: center;">PFM-UCR-ON</td> <td style="text-align: center;">18</td> <td>RMC, BHDR, DMW, DYP, PRG, UCR, PFM, KHNM, LGO, LLJ, LMN, TQA, GRMR, PQN, BQP, ARP, RRS, UBN.</td> </tr> <tr> <td style="text-align: center;">ZBD-FD-LKO</td> <td style="text-align: center;">25</td> <td>ABP, ACND, AY, BBK, BNM, BWI, DRG, DYD, FD,</td> </tr> </tbody> </table> | Section | Stn | Locations | PRG-JNH | 06 | BYHA, URPR, SYC, PLP, THW, PYG (installed for Maha-Kumbh Mela-2012) | FD(ex)-PFM(ex) | 03 | MEM, BTJ, SWE. | ZBD-JNH | 01 | MAY | BSB-ZBD | 08 | BRPT, BTP, KSF, SIQ, TLMD, ZBD, SOP, JLL | LKO-CNB | 10 | AJ, AMS, HRN, JTU, MGW, MKG, ON, POF, SIC, CPB | LKO-SLN-ZBD | 25 | AHZ, AKJ, APG, BDIN, BDKN, BKKS, BKSA, CDRL, CHBS, HRPD, HGH, JOP KEPR, LBA, MFKA, MWP, NHH, PKX, RMNR, SHNG, SKN, SLN, SVZ, SYW, TEG | MGS-PBH-LKO | 41 | AME, AMG, ANTU, BANI, BCN, BOY, BSB, BSE, CHH, CIL, DND, FTG, HCP, GANG, GNG, JAIS, JGJ, JNH, KEI, KKAH, KVG, LKO, LOT, MLJ, MOF, NBP, NHN, PBH, PHV, PRF, RBL, RUM, SAGR, SAW, SWS, TLKH, UTR, VYN, SWPR, GRX, MFL | PFM-UCR-ON | 18 | RMC, BHDR, DMW, DYP, PRG, UCR, PFM, KHNM, LGO, LLJ, LMN, TQA, GRMR, PQN, BQP, ARP, RRS, UBN. | ZBD-FD-LKO | 25 | ABP, ACND, AY, BBK, BNM, BWI, DRG, DYD, FD, |
| Section | Stn | Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PRG-JNH | 06 | BYHA, URPR, SYC, PLP, THW, PYG (installed for Maha-Kumbh Mela-2012) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FD(ex)-PFM(ex) | 03 | MEM, BTJ, SWE. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ZBD-JNH | 01 | MAY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BSB-ZBD | 08 | BRPT, BTP, KSF, SIQ, TLMD, ZBD, SOP, JLL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LKO-CNB | 10 | AJ, AMS, HRN, JTU, MGW, MKG, ON, POF, SIC, CPB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LKO-SLN-ZBD | 25 | AHZ, AKJ, APG, BDIN, BDKN, BKKS, BKSA, CDRL, CHBS, HRPD, HGH, JOP KEPR, LBA, MFKA, MWP, NHH, PKX, RMNR, SHNG, SKN, SLN, SVZ, SYW, TEG | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MGS-PBH-LKO | 41 | AME, AMG, ANTU, BANI, BCN, BOY, BSB, BSE, CHH, CIL, DND, FTG, HCP, GANG, GNG, JAIS, JGJ, JNH, KEI, KKAH, KVG, LKO, LOT, MLJ, MOF, NBP, NHN, PBH, PHV, PRF, RBL, RUM, SAGR, SAW, SWS, TLKH, UTR, VYN, SWPR, GRX, MFL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PFM-UCR-ON | 18 | RMC, BHDR, DMW, DYP, PRG, UCR, PFM, KHNM, LGO, LLJ, LMN, TQA, GRMR, PQN, BQP, ARP, RRS, UBN. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ZBD-FD-LKO | 25 | ABP, ACND, AY, BBK, BNM, BWI, DRG, DYD, FD, | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|-----------------------------------|--|----|--|
| | | | GGJ, JFG, JNU, KS, KTHE, MGWN, MIH, ML, MLPR, RDL, RES, SFH, SGJ, SHG, SLW, SYK. |
| | CIL-SLN-FD | 04 | KBE, KJA, MSOD, BTKD. |
| Sanctioned UTS Locations | 12 locations of 'E' category yet to be commissioned: BLG, DELO, JPD, KDF, KEH, PPU, PTH, RZN, SLPR, SQN, TLGR, ULN. | | |
| TMS Locations Commissioned | 21 locations (ACC/GNG, AMG, AMS, AY, BBK, DYP, FD, KEI, MLJ, PBH, RBL, SHG, SIC, SLN, SOP, BSB, FGTP/UCR, IFFP/PLP, IGFC/SYW, TTPH/TD, VYN) | | |
| Goods Sheds | 23 locations (ABP, AMG, AMS, AY, BBK, BSB, DYP, FD, GNG, KEI, LKO, LLJ, MLJ, PBH, RBL, SHG, SIC, SLN, SOP, SYW, TD, UCR, VYN) | | |
| Goods Siding | 11 locations M/s Hari Fertilizer Siding/ VYN, M/s G.G. Siding/BSB, M/s CGFC Siding/LKO, IFFCO Siding/PLP, J.P. Cement/TD, NTPC Siding/TD, IGFC Siding/SYW, FCI Siding/BBK, NTPC Siding/UCR, P.O.L. Siding/AMS, A.C.C. Limited/GNG | | |
| Rail Ware House | 01 (Alamnagar) | | |
| Parcel Sheds | 11 locations (LKO, BSB, BOY, CBAY, FD, JNU, PBH, PTBV, RBL, SHG, SLN) | | |

➤ **ENQUIRY OFFICE**

| | |
|------------------------------|--|
| Enquiry Offices | 17 Station, 19 Locations (ABP, AME, AY, BBK, BOY, BSB-02, FD, JNU, LKO-02, ON, PBH, PRG, RBL, SHG, SLN, JNH, KEI) |
| NTES Functional | 20 NTES at 19 locations (ABP, AY, BBK, BOY, BSB-Enquiry, BSB-Power Cabin, JNH, JNU, LKO-Central Enquiry-2, LKO-Power cabin, LKO-Station Enquiry, NHH, PRG, SLN, FD, RBL, PBH, AME & ON), LKO-CCNL-1. |
| Public Address System | <p align="center">35 stations</p> <p>Manual PA System (35 locations)- ABP, AJ, AME, AMS, AY, BBK, BCN, BOY, BSB, CPB, FD, HRN, JNH, JNU, JOP, JTU, KEI, LKO, MGW, MKG, NHH, ON, PBH, PFM, PLP, POF, PRG, RBL, RDL, SHG, SIC, SLN, UCR, UTR, ZBD</p> <p>Auto PA System (17 locations) : ABP, AME, AY, BBK, BCN, BOY, BSB, FD, JNH, JNU, LKO, ON, PBH, PRG, RBL, SHG, SLN</p> |

➤ **CATERING**

| | |
|--|---|
| Catering/ Vending Facilities | 128 Units at 18 A1, A & B category stations (LKO, BSB, FD, SLN, RBL, ABP, AY, BBK, JNH, JNU, PRG, SHG, ON, JOP, AME, PBH, BOY & NHH) |
| | <p>27 Units at 21 'D' & 'E' category stations (BSE-2, JAIS, KEI, LLJ, MFKA, MKG, MLPR, PFM-3, UCR-2, AJ, AMG-3, DMW, BQP, BSY, CIL, GGJ, RRS, SAW-2, SKN, TQA, BCN, GNG)</p> <p>Misc. articles licensee on Lucknow -3 units, BSB- 3 units & AY-1 unit.</p> |
| Refreshment Room | 08 Stations (FD, RBL, SLN, SHG, JNU, PBH, BBK & BSB) |
| Catering Units Managed By IRCTC | Food Plaza LKO-1, BSB-01, Jan Ahaar BSB-01 (under IRCTC), Fast Food Unit JNH-01, PBH-01, LKO. |
| Water Bottling Plant | Amethi (under IRCTC) Sh. Rahul Gandhi laid the foundation stone on 19-02-2014 |

➤ **AMENITIES AVAILABLE**

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|---------------------------------------|--|
| Coach Guidance System | 07 Locations LKO, BSB, AME, PRG, PBH, RBL, SLN. |
| GPS clocks | 66 Locations LKO-14, BSB-12, FD-4, RBL-4, JNU-4, SLN-4, ON-2, AY-2, PRG-2, BBK-2, PBH-3, BOY-2, ABP-2, SHG-3, JNH-1, ZBD-1 |
| Online Charting Display System | 01 location LKO |
| CCTV Camera | 02 Location: LKO & BSB |
| Pay & Use Toilets | 10 locations at 09 stations (LKO, BSB, FD, RBL, SLN, AME, AY, PBH & PRG) |
| Deluxe Toilet | 04 Locations at 04 stations (LKO, BSB, BBK & ON). |
| Water Coolers | 57 locations at 22 stations (ABP-1, AME-1, AMG-1, AY-1, BBK-3, BOY-1, BSB-12, DMW-1, FD-3, JNH-1, JNU-1, KEI-1, KHNM-1, LKO-12, NHH-2, ON-2, PBH-2, PFM-2, PRG-2, RBL-3, SHG-2, SLN-2). |
| Automatic Teller Machine (ATM) | 19 Functional (LKO-04, HZG, ABP, AME, BSB-5, FD, JNU, PBH, PRG, RBL, SHG, SLN). |
| STD/PCO | 15 BOOTHS FUNCTIONAL AT 02 STATIONS (LKO-08,BSB-7) |
| Chemist Shop | LKO- 1 |
| Display Board | True Colour: LKO-2, BSB-2, PRG-1, PBH-1, RBL-1, SLN-1 Normal Plasma: LKO-2, BSB-1, FD-1, RBL-1, JNU-1, SLN-1, ON-1, AY-1, AME-1, PRG-1, BBK-1, PBH-1, ABP-1 |

➤ **RETIRING ROOMS & WAITING ROOMS**

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|--|--|
| Computerized Booking Of Retiring Room | 7 Locations (LKO, BSB, RBL, AME, FD, SLN & PRG). |
| Retiring Rooms | 28 nos. at 06 stations (LKO-11, BSB-11, FD-1, RBL-1, AME-2 & PRG-2) |
| Waiting Halls | 173 locations |
| Rest Rooms For TTES | 03 stations: Lucknow, Varanasi, Faizabad. |
| Locker Booking | LKO |

➤ **OTHER FACILITIES**

| | |
|---------------------------------------|--|
| JTBS Functional | 39 JTBS (AME- 1, BOY- 2, BSB- 13, FD- 1, GNG- 1, JNH- 1, LKO- 9, LLJ- 1, ON- 1, PBH- 2, RBL- 1, SHG- 3, SLN- 1, UCR- 1, NHH-1) |
| JTBS Allotted (Non-Functional) | CPB: TS problem LKO-1,BSB-9, FD-1, ON-1, NHH-1 : 14 Newly allotted yet to commissioned |
| STBS Functional | 17 STBS at 17 stations (BTP, UTR, SIQ, KSF, SHNG, AJ, POF, DND, NHH, DYP, JIU, AKJ, MGW, MLJ, PRF, MOF, MIH) |
| STBA Functional | 03 – KEPR, HRP, CIL |
| STBA Allotted | 08- SGJ, SLW, GRX, BWI, MWP, BKSA, SVZ, RUM |
| City Booking Office | 1 location (TBS/BSB) |
| City Booking Agency | 1 location (CBAY/LKO) |

➤ **PARKING AND TAXI STAND**

| | |
|-----------------------------------|--|
| Scooter & Cycle Stands | 23 locations at 21 stations (LKO-2, BSB-2, AME, BBK, BOY, FD, GNG, JNH, JNU, JOP, CPB, NHH, PBH, PRG, RBL, RDL, SHG, SLN, ON) |
| Car Parking | 06 locations at 04 stations (LKO-2, BSB-2, SLN, SHG) |

| | |
|--|---|
| District Served By LKO Division | 14 Amethi, Allahabad, Barabanki, Varanasi, Faizabad, Jaunpur, Lucknow, Unnao, Pratapgarh, Raebareli, Sultanpur, Ambedkar Nagar, Sant Ravidas Nagar, Chandauli. |
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