

भारत सरकार GOVERNMENT OF INDIA  
रेल मंत्रालय MINISTRY OF RAILWAYS  
(रेलवे बोर्ड RAILWAY BOARD)

No. 2023/SD-II/22/07/02

New Delhi, dated: 15.05.2023

The General Managers,  
All Zonal Railways.

Vice Chairman,  
Rail Land Development Authority.

**Sub: Signage Guidelines for Railway Stations**

Indian Railways has taken up redevelopment of Railway Stations in a mission mode. The Signages at the stations are as important as any other aspect of station design. A need has been felt for standardized, well designed signages which use simple and easily decipherable language, easy to read colours and fonts, standardized pictograms to help passengers with intuitive wayfinding. The matter has been deliberated at Railway Board and Board has approved the annexed guidelines on planning, designing and subsequent installation of different signages at Railway stations.

2.0 To implement these guidelines, a Signage board Layout Plan (SLP) shall be prepared by Architect/Consultant or a committee nominated by DRM/CAO(C) based on the guidelines issued. The SLP prepared shall be approved by DRM/CAO(C) concerned. The effectiveness of these SLPs shall be reviewed periodically by the Station Inspection Group.

3.0 Improvement of Signages shall be made as per requirement. However, when it is felt that the station layout/ usage/ facilities undergo a major change, the complete signages shall be reviewed and new signages shall match the existing architectural elements as far as possible.


4.0 Any issues not covered in these Guidelines may be decided by General Managers within the extant delegation of powers.

5.0 IRICEN will conduct suitable courses for training of officials regarding these guidelines.

6.0 These Guidelines shall have prospective effect.

7.0 This issues with approval of Board [M (Infra), M (O&BD) and CRB & CEO].

DA: as above.

  
15/05/2023

(Jatin Kumar)  
[Deputy Director/SD-IV]  
Railway Board

Copy to:-

1. PCEs, CCMs, CEEs & CSTE, DRMs all zonal railways.
2. DG/IRICEN, Pune
3. EDPM, EDF(X)-II, EDF(B), ED/Tele, ED/Signal, ED/EEM, DF(X), DTC(G), DDF(B), DDF(X)-II, F(X)-II, TG-IV, Tele, Signal, Electrical(G) and Budget Branches Railway Board.

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# STANDARD SIGNAGES AT STATIONS ON INDIAN RAILWAYS

April 2023



**Ministry of Railways**  
**Government of India**

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**April 2023**



**Ministry of Railways  
Government of India**



अश्विनी वैष्णव  
Ashwini Vaishnaw



रेल, संचार एवं इलेक्ट्रॉनिकी और  
सूचना प्रौद्योगिकी मंत्री  
भारत सरकार  
Minister of Railways  
Communications & Electronics and  
Information Technology  
Government of India



### Message

I am pleased to announce the release of the "**Guidelines on Standard Signages at Stations on Indian Railways, 2023**". As we continue to modernize Indian Railways, our focus on redeveloping railway stations across the country has become a major step towards empowering the economic growth of our nation. The redevelopment of more than 1200 Amrit Bharat Stations and their surrounding areas will enhance the passenger experience at railway stations and will integrate various modes of transport with the railway stations, including Metro and Bus services, etc.

As part of our efforts to provide seamless travel experience to passengers, we have given utmost importance to intuitive wayfinding and standardized signages at railway stations. These guidelines will serve as a guide to visitors and assist them in making cognitive decisions related to their journey and other needs. These guidelines have been framed to make the wayfinding accessible to everyone, including elderly and divyangjan visitors to the Railway Stations.

I am confident that this document will be of great value to the Railway Officials engaged in redevelopment and maintenance of stations.

19.1.23

Ashwini Vaishnaw

**अनिल कुमार लाहोटी**  
**ANIL KUMAR LAHOTI**



75  
Azadi Ka  
Amrit Mahotsav



अध्यक्ष एवं मुख्य कार्यकारी अधिकारी,  
रेलवे बोर्ड  
पदेन प्रमुख सचिव, भारत सरकार  
रेल मंत्रालय  
**CHAIRMAN & CHIEF EXECUTIVE OFFICER,  
RAILWAY BOARD  
EX OFFICIO PRINCIPAL SECRETARY  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**19<sup>th</sup> April, 2023**

**MESSAGE**

Gati Shakti Directorate, Railway Board has prepared a comprehensive document on the "**Guidelines on Standard Signages at Stations on Indian Railways, 2023**". This document is a significant milestone in the efforts of Indian Railways to provide a seamless travel experience for the passengers.

A need has been felt to standardize the signages currently in use across all stations. This standardized system aims to improve the passenger experience by providing clear and consistent information graphics, along with an effective wayfinding strategy. Well-designed signages at railway stations shall help in conveying information quickly and unambiguously to the visitors of railway stations. These guidelines have effectively covered the design and positioning aspect of the various types of signage at railway station which play a vital role in assisting passengers to carry out their journey efficiently, comfortably, conveniently, and safely.

These guidelines emphasize the use of simple language, clear fonts, easy-to-read colours, and intuitive pictograms to ensure that anyone can navigate around the station and use its facilities without difficulty. With the release of this document, Indian Railways is set to provide consistent wayfinding across Indian Railway Stations.

I convey my heartfelt congratulations to the teams of Gati Shakti Directorate, Railway Board and RLDA for their hard work in preparing these guidelines.

I look forward to their earnest implementation across Indian Railway Stations.

**(Anil Kumar Lahoti)**





### MESSAGE

The aim of creating the "**Guidelines on Standard Signages at Stations on Indian Railways, 2023**" is to establish a uniform signage system at all Indian Railway Stations. With a diverse range of passengers traveling every day, Indian Railways intends to eliminate inconsistencies and inadequacies in signages and implement a standardized approach to wayfinding.

Effective communication is crucial for ensuring safe and efficient transportation, and clear signage plays a vital role in this process. A uniform signage system will provide consistency and ease of use for commuters and enhance the overall user experience at the stations.

These guidelines intend to provide signage at station for aiding reassurance, security, and orientation to all users, including first-time users, elders, and divyangjans, while entering, navigating, exiting, or transferring. To ensure easy navigation and usage of station facilities, these guidelines prioritize the use of simple language, clear fonts, easy-to-read colors, and intuitive pictograms. The design and positioning aspects of various types of signage has been effectively covered in the document which shall serve as a valuable resource for all stakeholders involved in designing and implementing signage at our stations.

I commend the efforts of Gati Shakti Directorate, along with other directorates of the Railway Board, officials of RLDA and IRICEN, for bringing out these guidelines in a short time.

With the release of these guidelines, Indian Railways aims to provide consistent signages across all its stations, and I eagerly look forward to their implementation.

19.04.23  
(Roop Narayan Sunkar)

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## **General**

### **1. Introduction**

Signages act as a guide to visitors of Railway Station premises and assist in making cognitive decisions related to their journey and other needs. A good signage conveys its message swiftly and unambiguously often without need to read the complete contents of a signage. Signages serve as a medium of communication with a wide variety of station users with varied mindset and varied needs. Accelerated way finding helps achieve the ultimate motive to reduce the anxiety of all concerned in transit and help people catch their trains. Signages also play a vital role in safety through orderly evacuation of passengers during emergencies.

Well-designed signages use simple and easily decipherable language, easy to read colours and fonts, intuitive pictograms and convey their message quickly and unambiguously. Signages should ensure that anyone can navigate around the station and use its facilities, minimising the need to ask station staff, coolies, or vendors. These guidelines aim to gradually phase out the wide variety of designs and patterns currently in use across India with broadly similar look and feel. The principles for design and planning of the signages aim to provide consistent wayfinding across Indian Railway Stations.

### **2. Objective**

The Signage Plan for a Railway Station should aspire/achieve the following objectives: -

- To provide a uniform rationale for locating signages, considering how the signage will be read, by whom, from which direction, at which height, and in relation to other elements that exist or will exist within the space so that they serve maximum volume of passengers/general public;
- To provide a basis for aesthetically designed signages well integrated with station architecture;
- To plan and design the signage such that the station is easily accessible even to a first-time visitor;
- To ensure standard signages suitably formatted (font, font size, colour, background, etc.) with specified design/materials;
- To ensure that information on the signage is precise & uniform, accommodating essential information;
- To achieve continuous directional signage, with repeaters at junctions, to lead the user to their destination;
- To restrict redundant signages and avoid visual clutter for better visibility;
- To ensure use of uniform language/legends across India to ease the learning curve for the visitors to Indian Railway premises;
- To ensure that the signages are accessible to the maximum extent possible to the Divyangjan users at Railway stations.



### 3. Using this document

This document has been divided into four parts.

- **Section 1, Design Principles for Wayfinding and Signages:** This chapter deals with the salient design principles that govern wayfinding strategies at Railway stations. It provides guidance on how to present information in an easy and effective manner such that it is accessible to the first time and frequent visitors as well as elderly and Divyangjan visitors.
- **Section 2, Design Recommendation:** This chapter covers the design recommendation of signages to be provided at Indian Railway stations. The graphics standards covered in this chapter have been designed to address station users' requirements. It covers standard graphics, information layout and hierarchy, fonts style, colour scheme, pictograms, text spacing, placement height and illumination to bring in as much uniformity across the entire Railway system as possible and desirable.
- **Section 3, Standard Types of Signages:** This chapter covers the various standard types of signages categorized based on their shapes. The shape of any signage shall be selected judiciously by the Zonal Railways based on its positioning and orientation with respect to flow of passenger/vehicular movement. The graphical signages and their shapes shown in this section are for guidance purpose only and may not be replicated exactly.
- **Section 4, Technical Specification:** This chapter covers the technical specifications for material and general aid to procurement of signages. The specifications given here are for illustrative purposes and meant to provide a baseline only. Technologies and materials evolve continuously and the actual technical specifications may be different or more detailed based on Good Industry Practices and shall be meticulously framed and duly approved by DRM concerned.
- **Annexure A:** It covers the Do's and Don'ts while designing the wayfinding signage.
- **Annexure B:** It covers the list of standard pictograms to be used across all Indian Railways.
- **Annexure C:** It covers illustrations of signage to be used at Small/Medium size stations with their location and sizes.
- **Annexure D:** It covers the signages used at CSMT station for wayfinding. The reference provided is only for guidance and Railways are required to provide signage board based on station specific requirement.
- **Annexure E:** It covers the technical specification of signages that have been used at CSMT station. These are for reference purpose only. The detailed specifications including material specifications shall be prepared by Zonal Railways as per specific station requirements and Good Industry Practices. Specifications and Schedule of Rates as per Railway Board's letter no. 2022/CE-I/CT/8/CPWDDSR dated 13.10.2022 or latest instructions from Railway Board for preparation of Estimates/Tender Schedules shall be referred to the extent possible.

- **References:** This chapter includes documents for further references including Indian Standard Codes, Design guidelines, National Standard Documents and Guidelines, Books, and websites.

In case of ambiguities or discrepancies within these guidelines, the following shall apply:

- Between Annexure attached in this document and the provisions mentioned in Section 1, 2, 3 & 4, the provisions mentioned in concerned Sections shall prevail;
- Between Section 1 and Section 2, the clause mentioned in Section 1, Design Principles for Wayfinding and Signages shall prevail;
- Between two or more clauses within this document under Section 1, 2, 3 & 4, the provisions of a specific clause relevant to the matter under consideration shall prevail over those in other clauses;
- Between the pictograms specified in Annexure B and any other illustrations, the pictograms mentioned in Annexure B shall prevail; and
- Between the dimension scaled from the Drawing/Graphics and its specific written dimension, the later shall prevail.

This document provides broad guidance for providing aesthetically designed signage with intuitive way finding. It shall be read along with relevant instructions, policy etc. issued by the Railway Board and Statutory bodies from time to time. The guidelines specified in this document are not exhaustive and shall not be limited to this document only. DRMs shall meticulously plan to provide uniform aesthetic signage at the stations as may be necessary for successful implementation of wayfinding.

The Railways are authorized to make necessary alterations as per the specific requirements of individual stations with the approval of Divisional Railway Manager (DRM)/ General Manager (GM). However, while making any alterations, the basic principles and guidance provided in this document shall be broadly followed. Any changes done, suggestions for improvement and challenges being faced while implementing these instructions may be brought to the notice of the Railway Board for incorporation in future editions.

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## **Section - 1**

### **Design Principles for Wayfinding and Signages**

#### **1.1 Basis of Design**

The following principles shall be followed to create a unified environmental graphics and passenger information system:

##### **1.1.1 Visibility And Readability:**

All signs shall convey information to passengers in a clear, concise, and coherent manner. Adherence to the standards of colours, typeface and their use in text and sign backgrounds is important to retain a desired level of visibility and readability. Background colour of various signage located at stations play a vital role in guiding the passengers. Text colour as well as background colour of signage have been standardised according to the information it relates to, making it easy for the passenger to identify which boards she/he should refer to while travelling as per their need.

Signs should be well, and evenly, lit with uniform lighting over the surface of the sign of between 100 and 300 lux. Minimum acceptable level of lighting for directional signage, orientation maps and information text panel shall be 200 lux.

##### **1.1.2 Information Hierarchy:**

Messages on signs should be comprehensible, logical, and consistent in language. For conveying information swiftly, it is desirable that the signages use a minimum amount of text, supported by intelligent pictograms and arrows as appropriate. This is important to minimise confusion at stations, including changes in transportation modes, so that passengers understand the transport network and the various options available at specific points of their journey. For ease of communication, too many messages on signs should be avoided. Information should follow a system hierarchy based on direction and the importance of information to passengers at each stage of their journey.

The hierarchy of information for passengers should start with the station user's most critical information at the top, working down to their least essential needs. The high importance of safety, directional and mandatory signage should be reflected visually in the signage boards. Essentially, train related information, such as, platform number, ticket booking counter, enquiry counter, etc details should be listed at the top, followed by onward journey information, internal circulation, amenities, and facilities, working down to less essential information such as reservation, commercial services, retiring room, etc. at the bottom. Way out Information shall always be positioned at the bottom of an information group so that it can be read on priority from bottom.

Wayfinding signage should always take visual priority over other signs, and its view should always remain unobstructed from key decision points.



### **1.1.3 Universal Accessibility:**

- Contrasting colours should be used to differentiate the pictogram from the background. The commonly employed colours are white for the pictogram and blue for the background.
- The wheelchair figure should always be seen from drawn facing right.
- A tactile map or model is a useful way of providing information to visually impaired people and people with hearing impairments who wish to navigate around a building.
- Braille signage may also be provided along with all other signages. Audio/ visual Braille map is another important thing that can be provided at the main premises from where onwards, it shall guide the user to its intended location/facility.

## **1.2 Classification of Signages at Railway Stations**

The signages can be classified into different types on different basis:

### **a) Based on application:**

- **Identification signage** - to indicate the location of a specific destination/facility
- **Directional signage** - to depict direction towards platforms, utilities, facilities, etc. (can be either standalone or in series along the path)
- **Information signage** - to depict information on various utilities/facilities and working of the system and its management
- **Caution/Warning/Prohibitory signage** - to caution/warn users regarding Do's and Don'ts related to personal safety, cleanliness, etc.
- **Safety/Security signage** - to guide visitors regarding safety/security related instructions.

### **b) Based on the location:**

- **External** – station approach and its external environs;
- **Station Building** – passenger movement areas inside station except platforms, but including concourse, internal circulation, amenities and waiting areas; and
- **Platform** – covering all platforms and connections between them such as corridors, footbridges, and underpasses.

### **c) Based on shape and illumination:**

#### **I. Flat Indoor Signages (Illuminated and Non-illuminated)**

- i. Non-illuminated Double Side (Back-to-Back) Signage (F1)
- ii. Non-Illuminated Single Side Signage (F2)
- iii. Illuminated Double Side (Back-to-Back) Signage (F3)
- iv. Illuminated Single Side Signage (F4)

- II. **Flat Outdoor Signages (Non-illuminated)**
  - i. Station Name Board (Special)
  - ii. Circulating area double sided signage (C1)
  - iii. Circulating area Single sided signage (C2)
- III. **Elliptical Signages (Illuminated or Externally Illuminated)**
  - i. Double sided Horizontal Elliptical (E1)
  - ii. Single sided Horizontal Elliptical (E2)
  - iii. Double sided Horizontal Semi-Elliptical (E3)
  - iv. Single sided Vertical Semi-Elliptical (E4)
  - v. Double sided Vertical Semi-Elliptical (E5)
  - vi. Four-sided pole mounted Elliptical (E6)

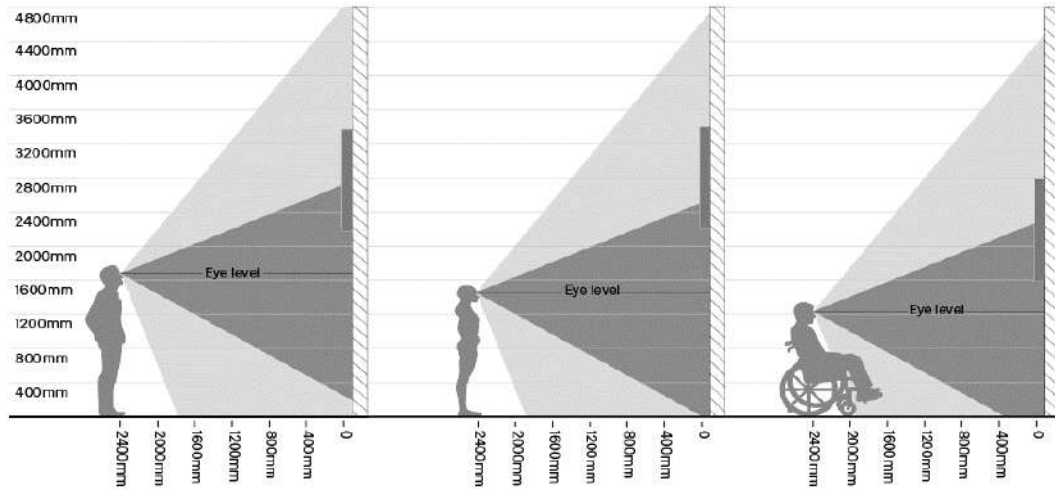
Refer to Section 3 for typical examples.

### **1.3 Positioning of Signages**

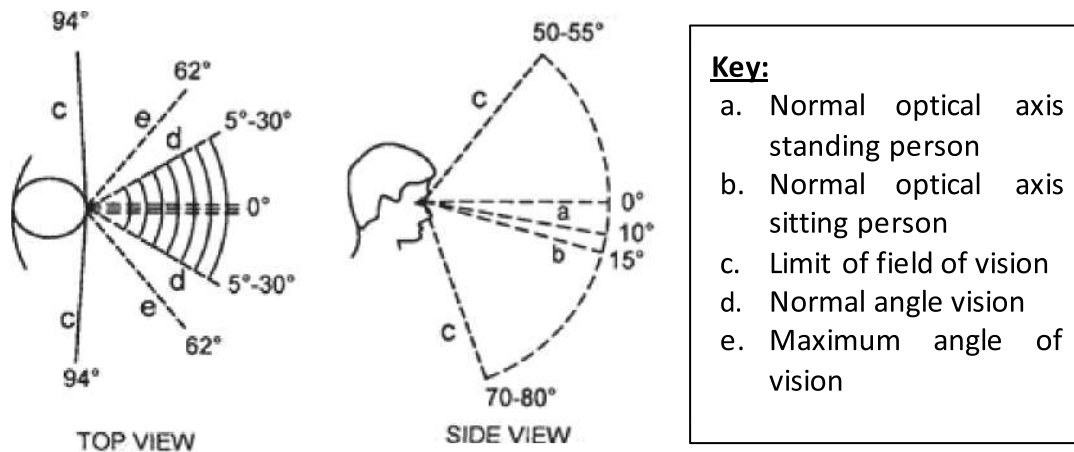
- i. Passengers navigating in an environment typically follow a series of directional signs, before reaching their destination. Emphasis should be laid on proper positioning of signage. As far as possible, signs should be placed perpendicular to the main paths of movement, so that they can be seen by flows of passengers while moving.
- ii. Passenger Circulation Patterns should be studied including their primary origins and destination and signage should be placed at appropriate locations such as benches, cafes, booking counters, restrooms, etc to benefit the maximum number of people.
- iii. It is essential that signs are positioned where people need them most. These locations are generally **decision points**, where information on a sign influences directional choice. Decision point signs typically provide directional information to way out routes, intermodal transport connections, platforms, and key facilities etc.
- iv. Long pedestrian routes, or those with a change of direction should have multiple directional signs to provide reassurance to the traveller. Directional signage should be repeated at every junction point till the passenger reaches the specific utility/service/exit etc.
- v. In fast moving spaces, it is important that people do not stop in between and create bottlenecks in circulation spaces. These locations require fast, immediate directional information that can be seen without stopping, for example over the heads of crowds with text large enough to be read from a distance. At other points, visitors may seek more in-depth map/directory information which requires more time, and therefore the location should be suitable for passengers to stop without obstructing passenger flows.
- vi. Consolidated directional signage with pictogram should be provided at all junctions and vantage points to serve as directory to various utilities, services, exit routes, platforms etc. The line of sight of exit routes must be always clearly visible. Care should be taken

that the placement of signage should not be too close to each other and hinder the visibility from distance. Optimal number of useful signage should be displayed.

- vii. To make the signage accessible to persons using Wheelchairs, it is recommended to provide signage on large level surfaces like the Concourse area at both high and low level to accommodate their needs. The following diagram depicts comfortable viewing angles, distances, and minimum viewing for all groups of users.



*Figure 1: Vertical Viewing angle for different users*



*Figure 2: Field of vision and viewing angles*

- viii. Signages of all facilities pertaining to Divyangjan including Wheelchairs, Divyangjan Toilets, Ramps, low height ticket/'Sahyog' counter, etc in compliance to "Guidelines on Accessibility of Indian Railway Stations and facilities at stations for differently abled persons (Divyangjan) and passengers with reduced mobility, Ministry of Railways" to be provided and displayed prominently for clear visibility from a distance.



## **1.4 General principles for design of signages**

### **1.4.1 Materials**

The material for signages should be non- reflective, preferably matt finish to reduce the stray light reflectance and increase the visibility. The surface should be processed to prevent glare. Backlighting is preferred. The material of all signage boards shall be chosen to reduce wear and tear and possible damage by vandalism and at the same time easy to maintain. Some suggested materials for signage include Aluminium Composite Panel (ACP), acrylic, Concrete, Steel, wood etc.

The installation/erection of signages should be executed in accordance with good industry practices followed for achieving high standards of workmanship, thus ensuring safety and durability of the Works. All codes and standards referred to in these specifications shall be the latest thereof, unless otherwise stated. The design of various components, assemblies and subassemblies should be done so that it facilitates easy field assembly and dismantling.

“Good Industry Practice” means the practices, methods, techniques, designs, standards, skills, diligence, efficiency, reliability, and prudence in accordance with Applicable Statutory Laws and Applicable Standards in a reliable, safe, economical, and efficient manner.

### **1.4.2 Typography, Colours and Pictograms**

The typography shall be so selected that it provides context more easily understandable and can be read from adequate distance. The spacing of letterforms and vertical spacing between lines of text also have an impact on legibility of signages. For people with vision impairments, letters and lines of text can seem blurred when spaced too close together. A balance shall be sought between spacing text to be universally accessible.

Some people may have difficulty distinguishing between different colours, if they appear next to each other. For this reason, a minimum luminance contrast of 30% is required to easily distinguish text on a background of different colour. However, a Visual Contrast value of 70 % is recommended. Visual Contrast value is the difference in Light Reflectance Value (LRV) between the Background Colour and Character Colour. LRV is measured on a scale of 0 to 100 where 0 equals black where total light is absorbed and 100 equals white where total light is reflected. If A1 is LRV of the lighter area colour and A2 is the LRV of the darker area colour, then Visual contrast value is calculated as  $[(A1-A2)/A1] \times 100 \%$ .

The pictograms when used along with typographical information communicate information to its viewers of many different languages at once. Extensive use of universally accessible pictograms is recommended.

### 1.4.3 Arrows

Directional arrows shall be designed to be highly visible and recognizable from a distance. Their correct application should be done for clear identification of directional signs within a busy station environment ensuring messages on signs are quickly assimilated and understood.

Use of Arrows on sign should comply with the following principle:


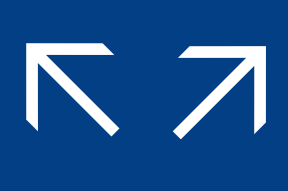
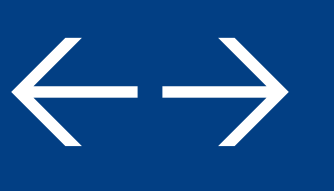
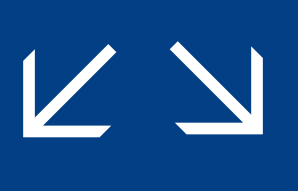

				
<b><u>Up/Ahead</u></b> To be used for representing straight ahead direction or level change	<b><u>Diagonal or Up</u></b> To be used for directing across a diagonal flat area or level change (up) and to be accompanied by the text “via lift”, “via escalators” or “via stairs” to indicate the way of getting to the upper level	<b><u>Left/Right</u></b> For standard left/right directions.	<b><u>Down</u></b> To be used for representing a change in level and to be accompanied by the text via lift”, “via escalators” or “via stairs” to indicate the way of getting to the lower level	<b><u>Down via lift</u></b> Only to represent level change (down via lift)

Figure 3: Different types of Arrows

45 Degree/ oblique arrows should be used very carefully only at following instances:

- Showing a change in level, i.e., movement above or below at the staircase
- Showing a prominent location/ third direction in the same sign panel which is distinctly accessed between the straight ahead and right / left directions.
- In open areas where a person can walk in an oblique direction between the straight and left/right
- These should not be used in narrow corridors

### 1.4.4 Language for Signages:

In Hindi speaking States i.e., States located in Region A (these States have Hindi as their Official Language), the information on signage shall be in Hindi and English. The sign boards shall first have Hindi written/engraved or printed/painted/engraved. In addition to Hindi and English, other language shall be used as are authorized by the State Governments for use for official purposes considering the convenience of the general public living in these states. In non – Hindi Speaking States i.e., States located in Regions B and C, the information on signage boards shall be in order of Regional Language, Hindi, and English. Reference Department of Official Language (Ministry of Home Affairs for Official purposes of the Union) OM No. 1/14013/07/2010-OL (Policy-1) dt 07.04.2011.

### **1.5 Interaction of signages with commercial boards:**

Commercial boards/hoardings should be placed such that they do not obstruct the visibility of the wayfinding signage. In general, the wayfinding signages shall not be combined with commercial information. Further, the colours chosen for commercial boards shall not interfere with the signages. On End Platforms, commercial boards should preferably be placed along the walls and clamped on the roof structure parallel to the track. On Island Platform, it shall be preferably be placed parallel to the track duly clamping on the roof structure.

There shall be a mechanism in place to vet the content, the colour scheme and placement of the commercial boards so that these do not interfere with the signage system.

### **1.6 Interaction of signages with station architecture:**

It is important that the signages gel with the station architecture. Normally, it is expected that the architects and interior designers working on stations would see the signages and provide the colours and other features such that there is an overall visual harmony and the objectives of providing signages are enhanced by better contrast and lack of clutter around the signages. However, in existing stations with strong architectural features, the design of signages has to be modified to achieve the same objectives.

Special care may be taken to design Station Name Boards over station buildings matching with the architectural vocabulary while meeting the information and visibility requirement.

\*\*\*\*\*

## **Section 2**

### **Design Recommendations**

#### **2.1 Information Hierarchy and Grouping of Information**

##### **2.1.1 Hierarchy of Information:**

Hierarchy of information in signages shall follow:

1. Essential Journey Information: Train Travel and Platforms
2. Directional Information & Mandatory information: Transport Interchange, Journey inside station
3. Amenities, Facilities and Other customer information: Toilet, Water facilities, Waiting Hall, etc.
4. Commercial Facilities: Restaurants, Retails, etc.
5. Way out Information shall always be positioned at the bottom of an information group.

Any other information is then shown in order of importance specific to individual stations.

*Refer Annexure A for typical Do's and Don'ts.*

##### **2.1.2 Grouping of Information:**

When more information needs to be displayed in a single display board, grouping of information is desirable for better readability. The wayfinding information is grouped by directions with 5 information per group. Within each group, the information is organised by importance. Grouped information is to be shown by a single large directional arrow duly separating the group information with dotted lines.

These can be used in case of pylon sign boards placed in the concourse area. Size of pylon sign boards shall be designed as per the concourse area and designed viewing distance. Larger Pylon size shall be used when station design allows for information to be viewed from 12 to 15 m metres while, smaller size pylon shall be used when designed viewing distance is 8 to 10 metres.

#### **2.2 Universal Accessibility**

Notwithstanding anything contained herein these guidelines, the signages shall be fully compliant with Divyangjan guidelines issued by Railway Board from time to time. However, while providing signage boards for Divyangjan, care shall be taken in the following regard:

- For completely accessible Station buildings, an explanatory sign shall be displayed at the entry/exit of the station.
- Directional signs bearing the symbol of access must be displayed at all other non-accessible entrances to direct persons with disabilities to the accessible entrance.
- Wherever the location of the accessible parking lots is not obvious or is distant from the approach viewpoints, directional signs should be placed along the route leading to the accessible parking lots. Accessible parking bays shall be clearly demarcated with floor signs along with vertical sign posting. The international symbol of accessibility (wheelchair sign) should be displayed at approaches and entrances to car parks to indicate the provision of accessible parking for Persons with Disabilities within the vicinity. A square with dimensions of at least 1000 mm but not exceeding 1500 mm in length located at the centre of the lot; and the colour of the symbol should be white on a blue background.
- If the slope of the existing ramp is meeting the accessibility requirement, a sign indicating accessible ramp should be mentioned, else caution sign indicator boards need to be provided at appropriate locations.
- A tactile map shall be provided to the intended user at the Information counter which shall be helpful in providing information to visually impaired people and people with hearing impairments who wish to navigate around a building.
- Braille signage may also be provided along with all other signages at the stations. Audio/visual Braille map shall also be provided at the station main concourse area at Information/Service counter and Help booths duly integrated with the tactile flooring as illustrated in the Guidelines for Divyangjan. Efforts shall be made to get frontline service staff trained in sign language in a phased manner.

## **2.3 Fonts for Signages**

- The English text for signage shall be Helvetica Bold font for all non-illuminated signs and illuminated signs.
- A complementary font Utsaah Bold shall be used for all Hindi text. The same can be downloaded from official Lok Sabha Website.
- For regional language, the fonts shall be suitably selected with the approval of DRM concerned. Reference can be made from major Airport of the respective state or as used by State Government. SakalBharati (OTF) Font as available at [tdil-dc.in](http://tdil-dc.in) may also be explored wherever required.
- Cap height (i.e., letter height of English Capital letter in sign) determines the visibility distance of the sign.



- Typical character height for fonts in small/medium size station for different sign categories are:
  - **Concourse Pylon** : 50mm
  - **Internal Wayfinding (Hanging)** : 100mm
  - **Internal Wayfinding (Wall mounted)** : 75mm
  - **External wayfinding** : 100mm
  - **Railway offices** (other than passenger amenities) : 50mm
  - Necessary repeater boards shall be provided in linear spaces
- However, as per the station specific requirement for placement of signages and its visibility distance, the cap height may be suitably selected. Following table gives the normal and maximum viewing distance for various cap heights.

*Table 1: Cap Height with respect to viewing distance*

<b>Cap Height (In mm)</b>	<b>Ideal Readability distance (In m)</b>	<b>Maximum Readability distance (In m)</b>
50	6	15
75	9	30
100	12	45
150	18	75
200	24	100
250	30	125
400	48	180
600	72	270
750	90	350
1000	120	450

- Font size must be suitably selected to achieve the required cap height depending upon the expected viewing distance of particular signage.
- Where bilingual signage is used, font size of both the languages shall be the same and as mentioned above. Where trilingual signage is to be used, regional language will be the main language and its font size will be as mentioned above and font size of other two languages shall be approximately 50% to 60% of the size of regional language.

## 2.4 Colour Scheme

Following colours shall be used on signages:

*Table 2: Colours to be followed*

Types of Signage	Description of colour for background and signage matter
Identification & Directional related to train boarding (e.g., PF no., FOB no., entry etc.), buildings/facilities integrated like BUS, Metro, High Speed with station# and Utilities (e.g., Waiting room, VIP lounge, Clock Room, Parcel etc.)	Dark Blue Background with White Text/Arrow/Logo.
Way Out	Dark Blue Background with Yellow Text
Emergency Exit	Green Background with White Text/ Arrow/ Logo. The green safety colour should cover at least 50% of the surface of the sign
Caution/Warning/Prohibited Items	Yellow Background with Black Text
Safety/Security	Red Background with White Text along with Symbols.
Room name board related to passenger facility/ utility/amenities and Railway Offices	Orange background with white text.

**#:** If a given Railway Station has segregated platforms catering to different train types like Local/Mail Express or BG/MG etc. then different colour schemes can be used for wayfinding of different areas for ease of passengers. Floro-graphic signages can also be used to separate and distinguish different train types with Marking lamination (anti-skid lamination) after approval of DRM.

Following is the colour palette for the signage colours recommended. The shades used shall be a close match to the below mentioned CMYK (Cyan, Magenta, Yellow, and Key (Black)) scale.

<b>Identification &amp; Direction Information</b> CMYK: 100-75-2-18	<b>Emergency Exit</b> CMYK: 100-0-91-27
<b>Safety /Security</b> CMYK: 0-100-63-12	<b>Caution/ Warning</b> CMYK: 0-9-100-0
<b>Room name board related to passenger facility/ utility/ amenities and Railway offices</b> CMYK: 0-60-80-0	<b>Exit</b> CMYK: 100-75-2-18 Text CMYK 0-0-100-0

*Figure 4: Colour Palette for the signage colours to be followed*

Periodic checks should be made to ensure that the colours of the signs continue to be a close match to the standard shades mentioned below.

## 2.5 Information Layout

- Positioning of elements in a line must always follow the same sequence:
  1. Arrow
  2. Symbol
  3. Legend
  4. Secondary Text



*Figure 5: Sequence of Text Layout*

- The sequence applies in both cases i.e., when ranged left-to-right or right-to-left.

Sequence for vertical boards shall also follow the same informational hierarchy from top to down.

- The character height of platform number mentioned shall be kept larger than the character height of legend text to give more visibility and emphasis to platform number on sign board, being the most important train information from passenger point of view. (Refer para 2.7 for illustration)
- Secondary text must always be positioned following the main legend. It must not be used without the main legend. Secondary text must always be ranged to the same direction as other elements in the same line. The font size of Secondary text shall be 75% of the Primary Text.



Figure 6: Secondary text in Signage Board

- To maintain consistency, all signs are split into two texts 'zones'; (range left / range right). Text leading straight ahead should also be aligned to left. Text ranged to the left must appear at the top of the sign while text ranged to the right appears at the bottom. Refer Annexure A for typical Do's and Don'ts.



Figure 7: Left and Right text zones in Signage boards

## 2.6 Pictograms

Pictograms should be used to the maximum extent possible. Pictograms are useful because they are a form of shorthand for explaining directional or location messages, designed to be suitable for local as well as an international audience. Stand-alone pictograms are used to identify passenger facilities such as information points and toilets. See Annexure B for the list of standard icons. If a representative icon is not available in the list, then the same shall be approved by the DRM/PHOD concerned.

## 2.7 Text Spacing and Pictogram Sizes

A standard alphabet spacing is to be ensured. The ratio of sizing of various elements in the sign board vis-à-vis the Cap height (denoted by  $x$ ) is specified in the following graphic. This ratio is to be followed for all the sign boards. As mentioned in Para 2.3, the cap height ( $x$ ) may be finalised based upon the requirement of viewing distance.

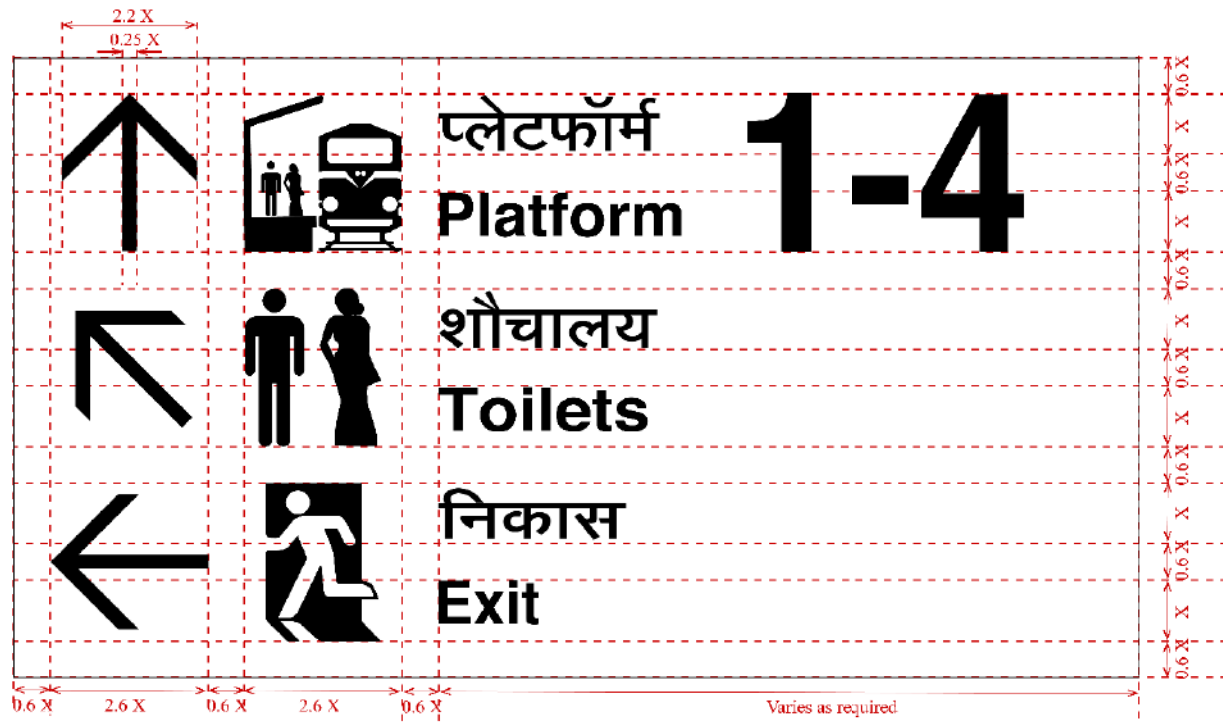


Figure 8: Proportions of Arrow, Pictograms, Text, and Spacing in Signage Boards

## 2.8 Signages at Complex Stations

Each large station has its own specific layout and requirements and will need a detailed analysis on a case-to-case basis for working out the signage requirements for that particular station. However, while deciding the signage for large station, following may be seen:

- The font, font size, arrows, line spacing, text layout, information hierarchy, pictograms mentioned in this document and other guidelines mentioned above have to be followed.



- The colour coding mentioned in this document may be followed, however, for large stations dealing with different type of trains or traffic segment like MG/BG, Local/Long distance, EMU/Mail Express etc., different colour schemes shall be used for wayfinding of different zones of train type/traffic segment for ease of passengers. In this regard, signages used at CSMT stations (placed at Annexure-D) may be referred for guidance only and a suitable colour-coding scheme shall be judiciously finalised by the DRM taking into consideration the architectural theme of the station. The colour scheme so selected shall be based on recommended Visual Contrast Value of 70% between the background colour and character colour. Accordingly, all the identification and direction board, which is usually white text in Dark blue Background may be changed with suitably selected colour pattern for that Category of Train or Traffic segment.
- While selecting the colour scheme, care shall be taken for People with partial loss of vision who find it difficult to navigate in and around the built environment, especially in unfamiliar settings. While excessive contrast can create problems of glare, inadequate contrast can make it difficult for persons with low vision to discern objects or details in the environment.
- Further, if above segregation is not permanent but dynamic (i.e., changes from time to time or day to day etc.) then true colour LED boards may be used and the colour scheme should be altered dynamically depending upon the requirement.
- The positioning of the signage and placement height of the signage may be decided as per the local condition requirements.
- The front gate elevation board shall distinguishably guide towards the various train type/traffic segment for ease of passengers. Similar directional wayfinding boards shall be used in concourse area to align and separate the users. The ratio of sizing of various elements in the sign board vis-à-vis the Cap height (denoted by x) is specified in the following graphic. colour scheme is only representative. Final colour scheme shall be approved by DRM.

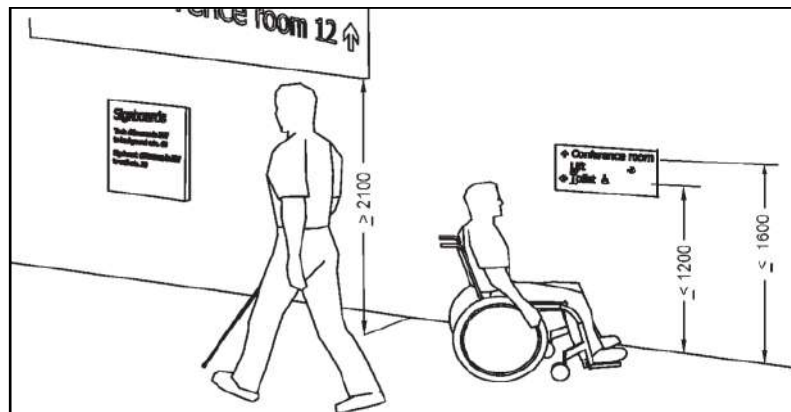


Figure 9: Colour scheme for zoning of different train type/traffic segment at complex station

## 2.9 Placement Height

- Wall mounted signs are designed for placing at a height clearance 2.10m from the finished floor level.
- Platform Hanging signs are designed for placing at a height clearance 2.5m from the finished floor level.
- FOB hanging signs may be decided as per the height of FOB from station to station, as far as possible height clearance 2.5m from the finished floor level may be achieved.

- External signs, where vehicle entrances are required, are designed for placing at a height clearance 4.0m from the finished floor level. Other pedestrian signs may be placed at 2.5m from bottom of signage to finished floor level.
- When free-standing signage are erected in a level area, a suggested wheelchair-safe waiting zone of 1500mm should be space-proofed, to facilitate a comfortable and safe space without impacting on pedestrian flows.
- Braille and tactile signage should be placed at a height between 900 mm to 1500 mm (ideal location at 1050 mm) above the finished floor level.
- The signage may be placed at 1.2m - 1.6m from bottom of signage to finished floor level so that these boards are visible to persons occupying wheelchairs.



*Figure 10: Placement height of signage boards related to Divyangjan*

- Concourse Hanging signs are designed for placing at a height clearance 3.3m from the finished floor level duly considering the viewing angle. On step-free routes, it is advisable to provide signage at both a high and low level to accommodate the needs of all users so that they are comfortable for reading without strain.
- Maps and information panels at station entrances, along roads and corridors should be placed at a height between 0.90 m and 1.80 m

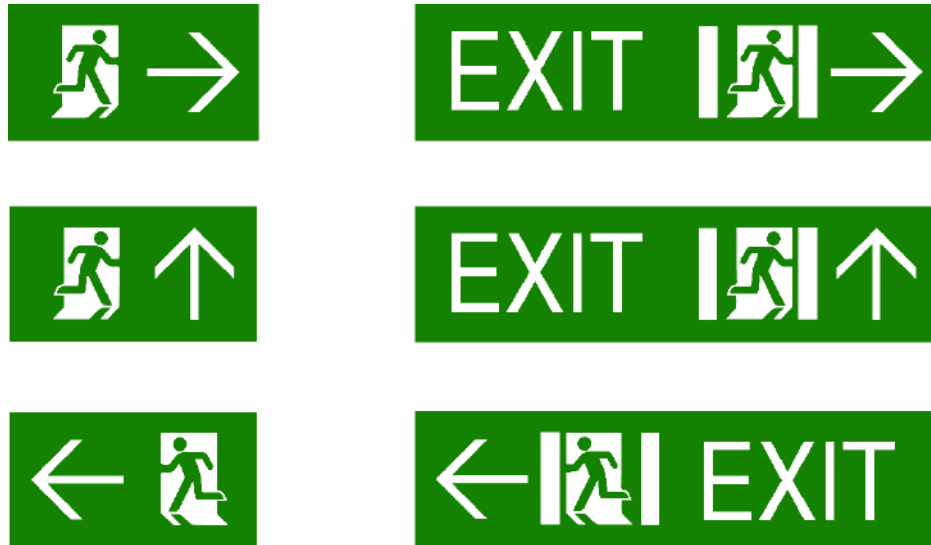
## **2.10 Emergency Exit Plan**

The emergency exit plan shall be prepared for all different covered locations in the stations (e.g., tourist office), as per local layout and strategically placed for general awareness of the users and during an emergency. This plan shall show the following important information:

- Location of the plan (You are here)
- Two nearest escape routes from the location of the map
- Location of fire equipment
- Exit staircases highlighted in yellow
- Safety instructions in case of emergency

All fire safety and fire evacuation signs at Check Fire are to be **photoluminescent** – a quality standard set to ensure fire safety signs are still visible even if a fire were to break out and electrical lights went out. All Emergency lightings shall be confirming to IS 9583: 1981: Specifications for Emergency Lighting Units. The signage boards of Emergency exit plan shall be as per IS 9457: 2005 as depicted below:

**Combination Sign with Directional Arrows**



*Figure 11: Examples of Emergency exit signage*

## 2.11 Orientation Map:

Orientation maps give the aerial overview of the Station in 3 D Isometric view, with “**You are here**” shown indicating the relative position of all utilities with respect to the location of these orientation maps. It shall help passengers to build a mental model of the entire scape. Using these orientation maps, the passenger coming in at any point shall be able to orient themselves easily to reach their desired destination and access relative spatial information regarding important utilities within the station, such as ramps, escalators, elevators, cafeterias, station master offices, FOBs, exit/entry gates, and washrooms, with respect to the current location of the intended user. Additionally, the maps shall also show the relative direction to the nearest transit stops for buses or metros outside the station, enabling passengers to navigate to their desired mode of transport comfortably. To ensure consistency and clarity, the location of utilities on the map should be depicted using standard pictogram outlined in Annexure B. The orientation map shall also preferably have braille dot embossing placed at accessible height for Divyangjan users.

To improve the navigation experience for passengers, Orientation Map may be installed at stations whose location and quantum of boards shall be as per station specific requirement. However, when planning for locations of Orientation Maps, the pedestrian traffic movements and other environmental factors shall be considered to increase the effectiveness of such signage boards.