

Facilities to Persons with Disabilities

The Persons with Disabilities (Equal Opportunities, Protection of Right and Full Participation) Act, 1995 was promulgated by Government of India to ensure equal opportunities to persons with disabilities and their full participation in nation building. The implementation of the provisions of the Act requires a multi sectoral collaborative approach of all Ministries of the Central/State Government including the Ministry of Railways.

Reservation in trains

- A reservation quota of two sleeper class berths has been earmarked in all trains running on non-suburban sections for handicapped persons performing their journey on handicapped concessional ticket. The person accompanying the handicapped person as escort is also allotted the berth out of this quota.
- Instructions have also been issued that in the tickets issued through Computerized Passenger Reservation System, to the extent feasible, one lower berth should be allotted to the handicapped person and the person accompanying the handicapped person as an escort should be allotted middle/upper berths near the handicapped person subject to availability of accommodation.
- After departure of the train, the Conductor/Train Ticket Examiner (TTE) has been authorized to allot the vacant lower berth, if available, to any physically handicapped person travelling on handicapped concessional ticket who has been allotted upper/middle berth, after making necessary entries in the chart.
- Specially designed coaches known as SLRD coaches with wider entrance doors to allow a wheel chair to enter, wider aisles, modified toilet and 4 berths, the lower two for physically challenged persons & upper berths for attendants have been attached in almost all Mail/Express trains except Rajdhani, Shatabdi, Jan Shatabdi Express trains and Durgam Express trains. Fully air-conditioned Garib Rath trains have been provided a disabled friendly compartment as also toilets in the power cars. IR have so far manufactured 2,830 SLRD/SRD coaches.
- Instructions have been issued that in all Mail/Express trains, the SLRD coaches should be treated as unreserved coaches earmarked for exclusive use of physically

handicapped passengers. In case of Garib Rath Express trains which are fully reserved trains, these coaches are treated as reserved for booking by handicapped persons travelling on handicapped concession on payment of full fare of 3 AC Class of Garib Rath Express on first come first served basis.

- Depending upon the demand, separate counters are earmarked at various Passenger Reservation System (PRS) centres for dealing with the reservation requisitions received from physically handicapped persons, Senior Citizens, Ex.M.Ps, MLAs, accredited journalists and freedom fighters.



Scouts & Guides of South Eastern Railway helping old passenger.

Additional Facilities

- ❖ For the convenience of the physically challenged persons, facilities like wheel chairs have been provided at all important stations on IR.
- ❖ RPF personnel are being trained to assist physically disabled passengers to make their journey more comfortable.
- ❖ In allotment of STD/PCO booths at Railway Stations, 25% booths have been reserved for physically handicapped persons (including blind) with disability of 40% and above.

Concession in Fares

As per Railway rules, concession in Railway fares is admissible to the following categories of disabled persons:-

S. No.	CATEGORY OF PERSONS	PERCENTAGE OF CONCESSION
Disabled Passengers		
1	Orthopedically Handicapped/ Paraplegic persons who cannot travel without escort - for any purpose.	<ul style="list-style-type: none"> • 75% in Second, Sleeper, First, AC Chair Car and AC 3 tier. • 50% in First Class and AC 2 tier.
2	Mentally retarded persons who cannot travel without escort - for any purpose.	<ul style="list-style-type: none"> • 25% in AC 3 tier & AC Chair Car of Rajdhani/Shatabdi trains. • 50% in Monthly Season Ticket & Quarterly Season Ticket.
3	Blind persons travelling alone or with an escort - for any purpose.	<ul style="list-style-type: none"> • One escort is also eligible for same element of concession.



Handicapped Coach Indicator, Western Railway.

<p>4 Deaf & Dumb persons (both afflictions together in the same person) travelling alone or with an escort - for any purpose.</p>	<ul style="list-style-type: none"> • 50% in Second, Sleeper and First Class. • 50% in Monthly Season Ticket & Quarterly Season Ticket. • One escort is also eligible for same element of concession.
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Amenities at Railway Stations

Amenities to make station and service buildings more accessible to persons with disabilities are being developed through an action plan in a phased manner. Out of 581 'A-1', 'A' and 'B' category stations, short term facilities have been provided at 559 stations, which include (i) provision of standard ramp with railing for barrier free entry, (ii) earmarking of at least one parking lot for two vehicles used by disabled persons, (iii) provision of a non-slippery walkway from parking lot to building, (iv) provision of signages of appropriate visibility, (v) provision of at least one drinking water tap suitable for use by a disabled person, (vi) provision of at least one toilet on the ground floor and (vii) 'May I help You' booth. These facilities are being extended to the remaining 22 'B' category stations.

IR have planned provision of push button with Braille scripts in all elevators installed after June, 2008 as also to provide barrier free access including inter-platform transfer at stations through provision of over 350 escalators at major and important stations.

Recruitment on IR

Under 3% quota for physically handicapped in recruitment, posts have been identified for three categories of disabilities namely, (i) Blindness or low vision, (ii) Hearing impairment and (iii) Locomotor Disability or Cerebral Palsy. IR are making their best efforts to fill up the vacancies reserved against physically handicapped quota including 1% quota reserved for visually handicapped in Group 'C' & 'D' categories. Posts have been identified in the Group 'A', to be filled through Direct Recruitment, for the disabled, in Indian Railway Accounts Service, Indian Railway Medical Service and Indian Railway Personnel Service. Posts have also been identified for specified categories of disabilities in Indian Railway Service of Engineers, Indian Railway Service of Mechanical Engineers, Indian Railway Service of Electrical Engineers, Indian Railway Stores Service and Indian Railway Traffic Service to be filled by Direct Recruitment through Union Public Service Commission.