

**GOVERNMENT OF INDIA (Bharat Sarkar)
MINISTRY OF RAILWAYS (Rail Mantralya)
(RAILWAY BOARD)**

No. 2012/TG-I/20/P/Handicap

New Delhi, dated 16.11.2015

**Chief Commercial Managers,
All Zonal Railways.**

**General Manager,
PRS/CRIS, Chanakyapuri,
New Delhi.**

(Commercial Circular No. 67 of 2015)

Sub: Allotment of berths under physically handicapped quota.

As per extant instructions, handicapped quota of 2 berths in sleeper class (one lower and one middle) is earmarked for physically handicapped persons travelling on concession.

1.1 There are two types of handicapped persons who can book berth under this quota; one for whom it is compulsory to travel along with escort and the second for whom it is optional. Recently instances were brought to the notice of this office where the handicapped persons for whom it is optional to take an escort were not allowed to book single berth against this quota by some Railways since the second berth will go vacant as middle berth cannot be allotted to physically handicapped persons. This issue was also raised in Court of Chief Commissioner for Persons with Disabilities.

2. The matter has been accordingly examined and it has been decided as under:-

- (i) There will be two types of handicapped quota of two berths each (one lower and one middle) in the same cabin; one for physically handicapped persons who can utilize concession only when accompanied by an escort and the second for those handicapped persons for whom it is optional to take an escort with them.
- (ii) As for the former category it is compulsory to be accompanied by an escort, these berths can be booked by such category of handicapped persons booking tickets on concession on first come first serve basis.
- (iii) For the later, where it is optional to be accompanied by an escort, if the first handicapped person intends to book berth along with escort, both the berths will be booked. However if the first handicapped person books without escort, the second berth will not be booked under handicapped quota and will be released to RAC/waitlisted passengers at the time of preparation of reservation charts.
- (iv) Further, at the time of preparation of reservation charts, the unutilized lower berths under this quota can be released to physically handicapped passenger(of either category who were kept in general waiting list due to exhaustion of their quota), single senior citizen travelling alone on priority

and thereafter to waitlisted passengers as per priority. In case a single berth i.e. middle berth is left vacant in this quota of second category it will be released to RAC/waitlisted passengers.

- (v) It has also been decided that whenever a physically handicapped person books ticket on concession and if no berth is available in handicapped quota, the system will automatically try to allot the lower berth to him/her and middle berth to escort subject to availability of same at the time of booking
- (vi) CRIS will make necessary modifications in the software at the earliest but not later than 22.12.2015 under intimation to all Zonal Railways as well as to this office.

3. Necessary instructions may be issued to all concerned. After provision of this facility by CRIS, wide publicity to above changes may be made for information of general public.

16/11/18
(Sanjay Manocha)

**Dy. Director Traffic Commercial (G)-II
Railway Board**

Copy to:

1. CCM/PMs and CCM/PSs, all Zonal Railways.
2. ADG/PR, EDV(T), EDFC, DF(C), OSD/TC, F(C) & V(SS) branches of Railway Board.
3. MD/IRCTC, B 148, 11th Floor, Statesman House, Barakhamba Road, New Delhi - 110001
4. General Manager/PRS-I, CRIS, Chanakyapuri, New Delhi.
5. Director General, Professor/Training & Professor/Commercial Railway Staff College, Vadodara.
6. The Principals, Zonal Railway Training Institutes, Central Railway/Bhusawal, Eastern Railway/Bhuli-Dhanbad, Northern Railway/Chandausi, East Central railway/Muzaffarpur, NF Railway/Alipurduar, Southern Railway/Trichy, South Central Railway/Moula Ali, SE Railway/Sini, North Western Railway/Udaipur.
7. Director, Indian Railway Institute of Transport Management, Hardoi Bypass Road, Manak Nagar, Lucknow-2260011.
8. General Secretary, National Federation of Indian Railwaymen (NFIR), 3, Chelmsford Road, New Delhi.
9. General Secretary, All India Railwaymen Federation (AIRF), 4, State Entry Road, New Delhi.
10. Secretary General, Federation of Railway Officers Association (FROA), Room No. 370, Rail Bhawan, New Delhi.
11. Secretary General, Indian Railways Promotee Officers Federation (IRPOF), Room No. 268, Rail Bhawan, New Delhi.
12. Secretary General, All India RPF Association, Room No. 256-D, Rail Bhawan, New Delhi.
13. CTM, Metro Railway, Metro Rail Bhawan, 33/1, J.L. Nehru Road, Kolkata-71.
