Facilities to Persons with Disabilities

The Persons with Disabilities (Equal Opportunities, Protection of Rights 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.

- Subject to availability of accommodation, the computerized Passenger Reservation System provides for allotment of one lower berth to the handicapped person and the person accompanying the handicapped person as an escort is allotted middle/upper berth near the handicapped person to the extent possible.

- The Conductors/Train Ticket Examiners (TTEs) have been authorized to allot the vacant lower berths, if available, to physically handicapped persons travelling on handicapped concessional tickets who have been allotted upper/middle berth, after making necessary entries in the chart.

- 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.
Separate Reservation Counters

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

Concession in fare to Disabled Passengers is given as under:-

<table>
<thead>
<tr>
<th>No</th>
<th>Description</th>
<th>1st Class</th>
<th>2nd Class</th>
<th>3AC</th>
<th>1AC</th>
<th>2AC</th>
<th>3AC</th>
<th>AC Chair Car</th>
<th>MST</th>
<th>QST</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Orthopaedically Handicapped/Paraplegic persons who cannot travel without escort for any purpose</td>
<td>-75%</td>
<td>-50%</td>
<td>-25%</td>
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<td>2nd, SL</td>
<td>1AC</td>
<td>2AC</td>
<td>1AC</td>
<td>2AC</td>
<td>3AC</td>
<td>AC Chair Car</td>
<td>1</td>
<td>2</td>
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<td>2</td>
<td>Mentally retarded persons who cannot travel without escort – for any purpose</td>
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<td></td>
<td>1st, Shatabdi</td>
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<tr>
<td>3</td>
<td>Blind persons travelling alone or with an escort for any purpose</td>
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<td>-50%</td>
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<td>1st, Shatabdi</td>
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<tr>
<td>4</td>
<td>Deaf and Dumb persons (both affictions together in the same person), travelling alone or with an escort- for any purpose.</td>
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<td>-50%</td>
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<td>1st, Shatabdi</td>
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</table>

Additional Facilities

- For the convenience of the physically challenged persons, facilities like wheel chairs have been provided at all important stations on Indian Railway.
- Battery operated cars are provided at 34 major stations to facilitate boarding/alighting of Physically Challenged Persons and Senior citizens along with their baggage.
- 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.
- RPF Personnel are being sensitized to render all out assistance to physically disabled passengers, women, children etc. to ensure comfortable journey.
Special Coach Design

Indian Railways have manufactured SLRD/SRD coaches which have a suitably designed compartment and toilet adapted to the needs of disabled/wheel chair borne, passengers. It is endeavoured to have at least one such coach in each Mail/Express train.

Fully air-conditioned Garib Rath trains have been provided with an Air conditioned disabled friendly compartment and toilets in the power cars.

In SLRD coaches, wider entrance door for wheel chair borne passengers, wider berths, wider compartments, space for provision of wheel chair, larger lavatory and lavatory doors have been provided. Inside the toilets, additional grab rails on the side walls for support, wash basin and mirror at lower height have been provided.

Signages

In order to facilitate visually impaired passengers provision of Braille signage has been mandated in passenger coaches. These are being provided in coaches in a phased manner.

Amenities at Railway Stations

In order to provide better accessibility for physically challenged passengers at Railway Stations, it has been decided to provide short term facilities which include.

- provision of standard ramp with railing for barrier free entry
- earmarking at least one parking lot for two vehicles used by disabled persons
- provision of non slippery walkway from parking lot to building
- provision of signages of appropriate visibilities
- provision of at least one drinking water tap suitable for use by a disabled person
- provision of at least one toilet on the ground floor
- “May I help You” booth.
In addition, long term facilities viz. provision of facility for inter-platform transfer and engraving on edges of platform are also proposed to be provided.

Short term facilities have been provided in 637 stations falling in ‘A1’, ‘A’, ‘B’, ‘C’ and ‘D’ category stations. Long term facilities are planned to be taken up progressively, after provision of short term facilities.

Escalators/lifts have been planned to be provided at ‘A1’ category and escalators at ‘A’ category, ‘C’ category and stations of tourist importance under desirable amenities. So far, 244 escalators at 96 stations and 101 lifts at 44 stations have been provided. In addition, 400 lifts at 168 stations and 400 escalators at 171 stations across Indian Railways have been sanctioned and will be provided progressively subject to availability of fund.

**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.

Ministry of Railways have identified posts in the Group ‘A’ organized services to be filled through Direct Recruitment in Indian Railway Service of Engineers (IRSE), Indian Railway Stores Service (IRSS), Indian Railway Service of Electrical Engineers (IRSEE), Indian Railway Service of Signal Engineers (IRSSE), Indian Railway Service of Mechanical Engineers (IRSME), Indian Railway Traffic Service (IRTS), Indian Railway Personnel Service (IRPS), Indian Railway Accounts Service (IRAS) and Indian Railway Medical Service (IRMS). The Direct Recruitment for these services is conducted annually by UPSC through Engineering Services Examination, Civil Services Examination and Combined Medical Services Examination.