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 four 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 an 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 berths near the handicapped person to the extent possible.

- The Conductors/Train Ticket Examiners (TTEs) have been authorized to allot the vacant lower berth, 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 Female passengers, physically handicapped persons, Female Passengers, Senior Citizens, Ex.M.Ps, MLAs/MLCs accredited journalists and freedom fighters.
Concession in fare to Disabled Passengers is given as under:-

1. Orthopedically Handicapped/Paraplegic persons who cannot travel without escort – for any purpose
   - 75% in 2nd, SL, 1st Class, 3AC, AC Chair Car.
   - 50% in 1st AC and 2AC.
   - 25% in 3AC and & AC Chair Car of Rajdhani/Shatabdi trains.
   - 50% in MST* and & QST**.
   - One escort is also eligible for same element of concession.

   - 50% in 1st AC and 2AC.
   - 25% in 3AC and & AC Chair Car of Rajdhani/Shatabdi trains.
   - 50% in MST* and & QST**.
   - One escort is also eligible for same element of concession.


4. Deaf & Dumb persons (both afflictions together in the same person), travelling alone or with an escort – for any purpose.

*Monthly Season Ticket
**Quarterly Season Ticket

Additional Facilities

- For the convenience of the physically challenged persons, facilities like wheel chairs have been provided at all important station on Indian Railway.
- Battery operated cars are provided at 41 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. as and when required, to ensure their comfortable journey.

Special Coach Design

Indian Railways have so far manufactured about 3200 SLRD/ SRD coaches which have a suitably designed compartment and toilet adapted to the needs of disabled/ wheel chair borne, passengers. It is endeavored 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 & toilets in the power cars.
- In SLRD coaches, wider entrance door for wheel chair borne passengers, wide 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 signages has been mandated in passenger coaches. These are being provided in coaches in a phased manner.

ICF has developed a specification for integrated Braille signages.
in which existing Braille characters are printed on the existing signages used in the coaches thus avoiding additional signages/stickers especially with Braille characters.

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. It has been decided to provide short term facilities at all stations. At present the following facilities have been provided viz:

- Standard ramp with railing for barrier free entry at about 1300 stations;
- earmarking of at least one parking lot for two vehicles used by disabled persons at about 900 stations;
- provision of a non slippery walkway from parking lot to station building and provision of signages of appropriate visibility at about 950 stations;
- provision of at least one drinking water tap suitable for use by a disabled person at about 1100 stations;
- provision of at least one toilet on the ground floor at about 1150 stations;
- In addition to the above, ‘May I help You’ booth are also planned to be provided at all stations, beginning with ‘A1’, ‘A’ & ‘B’ Category stations on Indian Railways which are 709 in numbers.

Recruitment on IR

3% of the vacancies in case of direct recruitment from open market to non gazetted posts are reserved for persons with disabilities (PWDs) of which 1% each are to be reserved for persons suffering from blindness or low vision, hearing impairment and locomotor disability or cerebral palsy in the posts identified for each disability. Persons suffering from not less than 40% of relevant disability are eligible for such reservation. Ministry of Railways follows the guidelines of Department of Personnel & Training in such matters.

Indian Railways are making their best efforts to fill up the vacancies reserved against physically handicapped quota.

In compliance of the PWD Act, 1995, Ministry of Railways has identified posts in 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 & Combined Medical Services Examination.