

**Government of India (Bharat Sarkar)**  
**Ministry of Railways (Rail Mantralya)**  
**Rail Bhawan**

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No.2006/TG-IV/10/WC/103/SCoR

New Delhi, Dated: 28/03/2006

The Chief Commercial Managers,  
All Indian Railways .

**(Commercial Circular No. 30 of 2006)**  
**Sub.: Provision of wheel chairs at railway stations.**

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As per extant instructions issued from Board's Office, Wheel Chairs are required to be provided by the zonal railways at all junction stations, at all district headquarter stations and at all other important stations. The number of wheel chairs to be provided at a particular station is to be determined by the Zonal Railways taking into account the quantum of traffic handled. Instruction also exists that adequate care should be taken to ensure that wheel chairs available at the stations are in proper condition and made available to the needy passengers.

2. Complaints are being received that Wheel Chairs are not made available at some stations and where the same are available these are not in good condition.

3. Ministry of Railways has reviewed the matter and desire that adequate number of Wheel Chairs should be provided at all 'A' and 'C' category of stations within a period of two months. At other category of stations the same should be provided in the next four months. It will be the responsibility of the Station Manager/Station Master to ensure that Wheel Chairs are provided to needy passengers without fail. For any lapse he would be personally held responsible. Station Managers/Station Masters should also ensure that public at large do not have any difficulty in finding the wheel chairs. For this purpose, a notice at a conspicuous place in the railway station must be put in Hindi, English and regional language indicating:

i) The place where the wheel chair is available.

Source: [http://www.mca.gov.in/MyDocument/india/india.htm](#)

ii) The telephone number of the Station Manager/Station Master so that in case of difficulty in finding the wheel chair, the person affected may contact him.

Instructions should be issued to all concerned and a compliance report sent to Board's office at the earliest.



(R. K. Tandon)

Executive Director Passenger Marketing  
Railway Board.