

## **FACILITIES EXTENDED TO PERSONS WITH DISABILITY**

The following facilities have been extended from time to time for the persons with disability: -

- (i) Concessional online ticket booking facility has also been extended to the persons with disability on the basis of photo identity cards issued by the Zonal Railways.
- (ii) A reservation quota of four berths in sleeper class and two berths in 3AC has been earmarked in all trains running on non-suburban sections for persons with disability performing their journey on handicapped concessional ticket. The person accompanying the person with disability as escort is also allotted the berth out of this quota.
- (iii) Instructions have also been issued that in the tickets issued through Computerized Passenger Reservation System, to extent feasible, one lower berth should be allotted to the person with disability and the person accompanying him/her as escort should be allotted middle/upper berths near the person with disability subject to availability of accommodation.
- (iv) After departure of the train, if there are vacant lower berths available in the train, and if any person with disability booked on the authority of handicapped concessional ticket, who has been allotted upper/middle berth, approaches for allotment of vacant lower berths, the on-board ticket checking staff has been authorized to allot the vacant lower berth to them making necessary entries in the chart.
- (v) Specially designed coaches known as SLRD coaches with wider entrance doors to allow a wheel chair to enter, wider aisles and modified toilet with 4 berths (2 lower & 2 middle), have been attached in almost all Mail/Express trains except Rajdhani, Shatabdi, Jan Shatabdi Express Trains and Durgam Express Trains.
- (vi) Instructions have been issued that in all Mail/Express Trains, the SLRD coaches should be treated as unreserved coaches earmarked for exclusive use of persons with disability. In case of Garib Rath Express Trains which are fully reserved trains, these coaches are treated as reserved for booking by persons with disability travelling on handicapped concession on payment of full fare of 3 AC class of Garib Rath Express on first come first served basis.
- (vii) Separate counters are earmarked at various Passenger Reservation System (PRS) centers for dealing with the reservation requisitions received from persons with disability, Senior Citizens, Ex. MPs, MLAs, accredited journalists and freedom fighters, if the average demand per shift not

less than 120 tickets. In case there is no justification for earmarking of an exclusive counter for any of these categories of persons including persons with disability, one or two counters depending upon the total demand are earmarked for dealing with the reservation requests for all these categories of persons.

- (viii) Wheelchairs are provided by Railways on its own cost and are given to attendants of the Divyangjan, Senior Citizens absolutely 'free of cost' to escort them from and to the trains. However, whenever attendants are not willing or available, porters (Sahayaks) can be hired on pre-fixed nominal rate to escort the Divyangjan etc.
- (ix) Yatri Mitra Sewa has been introduced at major railway stations for enabling passengers to book wheel chairs services cum porter services free of cost through NGOs, Charitable trust, PSUs etc under CSR. Provision of Battery Operated Vehicles (BOVs) at some important stations for Divyangjans, Senior Citizens, Sick passengers and Pregnant women is being made 'free of cost' through Corporate Social Responsibility (CSR) and commercial publicity route as well as on chargeable basis.

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