

Divyangjan Facilities

at Indian Railway Stations



Gazette Notification issued by Min. of Railways for Stations on 13th Nov. 2023

पब्लिशिंग ऑफिस-33004/90

REGD. No. D. L.-33004/90



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असाधारण
EXTRAORDINARY

भाग I-खण्ड 1
PART I-Section 1

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PUBLISHED BY AUTHORITY

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रेल मंत्रालय

(रेलवे बोर्ड)

अधिसूचना

नई दिल्ली, 13 नवम्बर, 2023

का. सं. 2019/स्टे. डेव.-1/03/06/पॉलिटी/पीडब्ल्यूडीस.—जैसा कि, दिव्यांगजन अधिचार अधिनियम, 2016 की धारा 40 (इसमें इसके बाद अधिनियम के रूप में उल्लिखित) भारत सरकार को, मुख्य आयुक्त के परामर्श से, भारतीय रेल के रेलवे स्टेशनों पर दिव्यांगजनों के लिए उपलब्ध कराई जाने वाली सुविधाओं एवं सेवाओं के लिए और बानों के साथ सुगम्यता के मानक स्थापित करने हुए दिव्यांगजनों के लिए नियम प्रविष्टाचित करने का अवैश देता है।

2. और जैसा कि नवंबर 2022 में भारत सरकार के रेल मंत्रालय ने रेलवे स्टेशनों और गवारी डिब्बों के लिए सुगम्यता मानक निर्धारित करते हुए दिव्यांगजनों और वृद्ध व्यक्तियों हेतु दिव्यांगजनों और कम गतिशीलता वाले पात्रियों के लिए भारतीय रेलवे स्टेशनों तक पहुंचने की सुगम्यता और स्टेशनों पर सुविधाओं के दिशा-निर्देश जारी किए थे।

3. और जैसा कि, रेल मंत्रालय ने डिजिटल तथा दिव्यांगजनों के मुख्य आयुक्त कार्यालय के परामर्श से दिव्यांगजनों के लिए सुगम्यता दिशा-निर्देशों की समीक्षा की है।

4. और जैसा कि, रेल मंत्रालय ने सभी क्षेत्रीय रेलों को भारतीय रेल में रेलवे स्टेशनों की सुगम्यता के लिए दिव्यांगजनों और कम गतिशीलता वाले पात्रियों के लिए भारतीय रेलवे स्टेशनों तक पहुंचने की सुगम्यता और स्टेशनों पर सुविधाओं के दिशा-निर्देश जारी तथा परिष्कृत किए थे।

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5. अब, एतद्वारा रेल मंत्रालय दिव्यांगजनों और कम गतिशीलता वाले पात्रियों के लिए भारतीय रेलवे स्टेशनों तक पहुंचने की सुगम्यता और स्टेशनों पर सुविधाओं के दिशा-निर्देशों को अधिसूचित करता है तथा वे indianrailways.gov.in पर उपलब्ध हैं।

राकेश चौधरी, कार्यवाहक निदेशक/स्टेशन विकास एवं ट्रांसफॉर्मेशन

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THE GAZETTE OF INDIA : EXTRAORDINARY

[PART I—SEC.1]

MINISTRY OF RAILWAYS

(Railway Board)

NOTIFICATION

New Delhi, the 13th November, 2023

F.No.2019/Stn.Dev.-1/03/06/Policy/PwDs.—whereas section 40 of the Rights of Persons with Disabilities Act, 2016 (herein after, referred as the Act) mandates the Central Government, in consultation with the Chief Commissioner, to formulate rules for persons with disabilities laying down the standards of accessibility inter alia for facilities and services provided to Persons with Disabilities in Station on Indian Railways;

2. And whereas, the Ministry of Railways, Government of India in Nov. 2022 issued the Guidelines on "Accessibility of Indian Railway stations and facility at stations for Differently abled persons (Divyangjan) and Passengers with reduce mobility" for Persons with Disability and Elderly Persons prescribing accessibility standards for Railway station & coaches;




3. And whereas, the Ministry of Railways have reviewed the Harmonised guidelines for passengers with disabilities over Indian Railways in consultation with stakeholders and office of the Chief Commissioner for Persons with Disabilities (CCPD);

4. And whereas, the Ministry of Railways have issued and circulated Guidelines on "Accessibility of Indian Railway stations and facility at stations for Differently abled persons (Divyangjan) and Passengers with reduce mobility" for accessibility of Railway Stations over Indian Railways to all Zonal Railways;

5. Now, the Ministry of Railways hereby notifies the Guidelines on "Accessibility of Indian Railway stations and facility at stations for Differently abled persons (Divyangjan) and Passengers with reduce mobility" and available at indianrailways.gov.in.

RAKESH CHOUDHARY, Executive Director/Stn. Dev. & Transformation

Guidelines on accessibilities of Indian Railway Stations for Differently abled persons (Divyangjans) and Passengers with reduced mobilities

 <p>भारतीय रेल संघ</p>	<p>भारत सरकार (GOVERNMENT OF INDIA) रेल मंत्रालय (MINISTRY OF RAILWAYS) रेलवे बोर्ड (RAILWAY BOARD)</p>
2019/Stn.Dev.-1/03/06/Policy/PwDs	New Delhi, dt. 25 .11.2022
The General Managers, All Zonal Railways/PUs	
Sub: Guidelines on accessibility of Indian Railway stations and facilities at stations for differently abled persons (Divyangjans) and passengers with reduced mobility.	
Ref: Board's letters of even number dated 12.02.2020 & 11.11.2022.	
<p>Indian Railways is committed to make Railways accessible for persons with disabilities (Divyangjan) as part of "Suganya Bharat Abhiyan" or "Accessible India Campaign" of Government of India to fulfill the mandate as outlined under The Rights of Persons with Disabilities (RPwD) Act, 2016.</p>	
<p>2. Accordingly, Ministry of Railways (Railway Board) in consultation with the Chief Commissioner of Persons with Disabilities (CCPD), has approved the revised guidelines namely, "Guidelines on Accessibility of Indian Railway Stations and Facilities at Stations for Differently Abled Persons (Divyangjans) and Passengers with Reduced Mobility", consisting of three segments, viz. Part A: Guidelines; Part B: Drawings & Specifications; and Part C: Implementation Strategy (copy enclosed).</p>	
<p>3. Railways are requested to disseminate the contents of these guidelines circular widely amongst the field offices and take necessary action for its immediate implementation.</p>	
<p>4. These guidelines will supersede the Harmonized guidelines issued earlier vide Board's letter of even number dated 12.02.2020. Board's letter of even number dated 11.11.2022 stands withdrawn.</p>	
<p>5. These guidelines apply mutatis mutandis to subordinate offices of Ministry of Railways including railway Public Sector undertakings.</p>	
<p>6. These guidelines have the approval of Board (M/Infra, M/O&BD, M/T&RS, M/Finance & CRB&CEO).</p>	
DA: As above.	 (Osh Meher) Director/Station Development, Railway Board.
2019/Stn.Dev.-1/03/06/Policy/PwDs	New Delhi, dt. 25 .11.2022
Copy forwarded for information to the PFAs, all Indian Railways and Dy. Comptroller & Auditor General of India, Room No. 224, Rail Bhawan, New Delhi.	
	 For Member/Finance, Railway Board
Copy to: EDPM, ED/GS/Fin., ED/EEM, ED(T&C), ED/Works, ED/S&T, ED/Tute, ED/ME(Chg.), ED/L&A, Elect(G), TG-IV, Telecom, LMB, Signal, GS/SD-II & GS/Finance Branches, Railway Board.	
Copy to: MD/TRCON, MD/RVNL, MD/RITES, VC/RLDA, MD/CONCOR, MD/DMRC, MD/TRFC, GM/ERCL, MD/MRVC, MD/DFCCIL, MD/National High Speed Rail Corporation Ltd. (NHSRCL) & MD/Kerala Rail Development Corporation Limited (KRDCCL).	

Indian Railways Policy

**Information System
Accessibility**

**Station
Accessibility**

**Platform
Accessibility**

**Train Coach
Accessibility**

Indian Railways Policy

Information System Accessibility

- Web Page / Websites of Railway/ IRCTC
- Public Announcement System
- Signage

Station Accessibility

- Standard Ramps
- Parking (min 2 accessible parking lots)
- Ticket Booths
- Help Booth

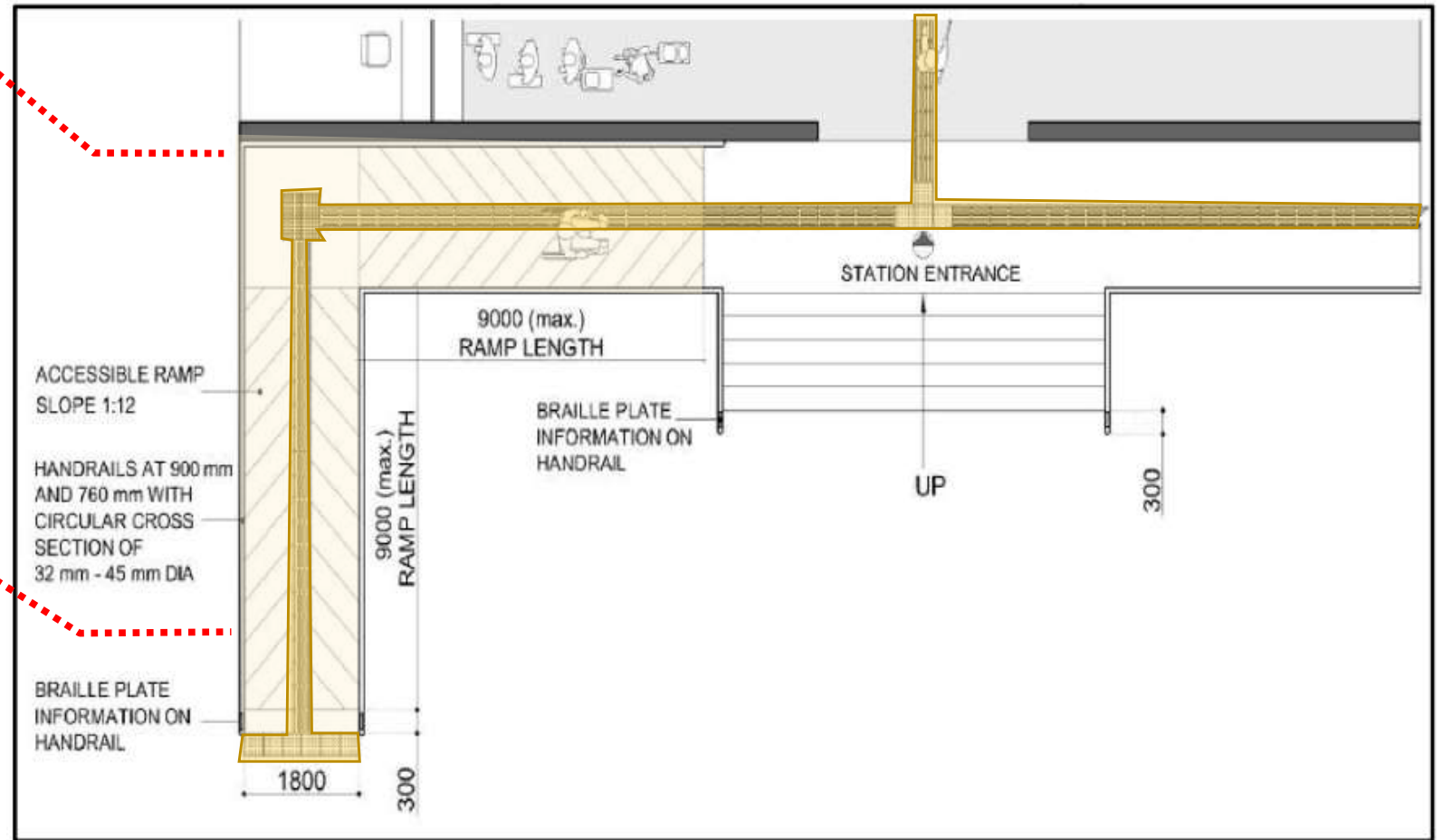
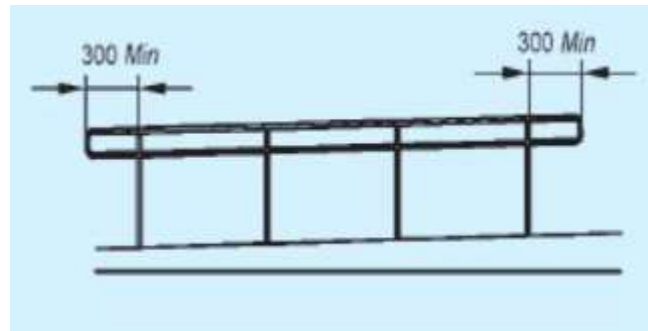
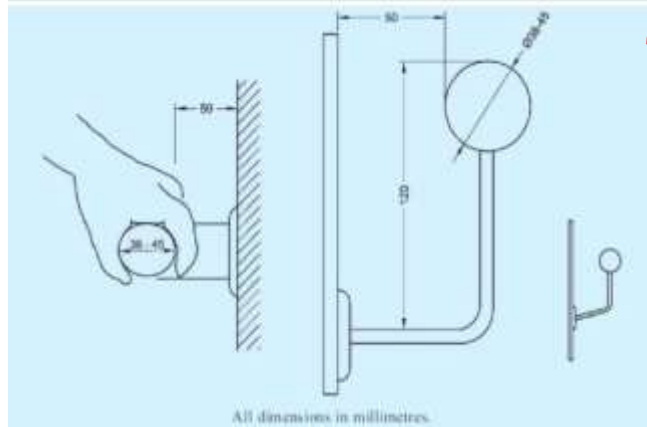
Platform Accessibility

- Toilet (minimum 1)
- Drinking Water Booth
- Foot Over Bridge/ Subway
- Elevators
- Lighting

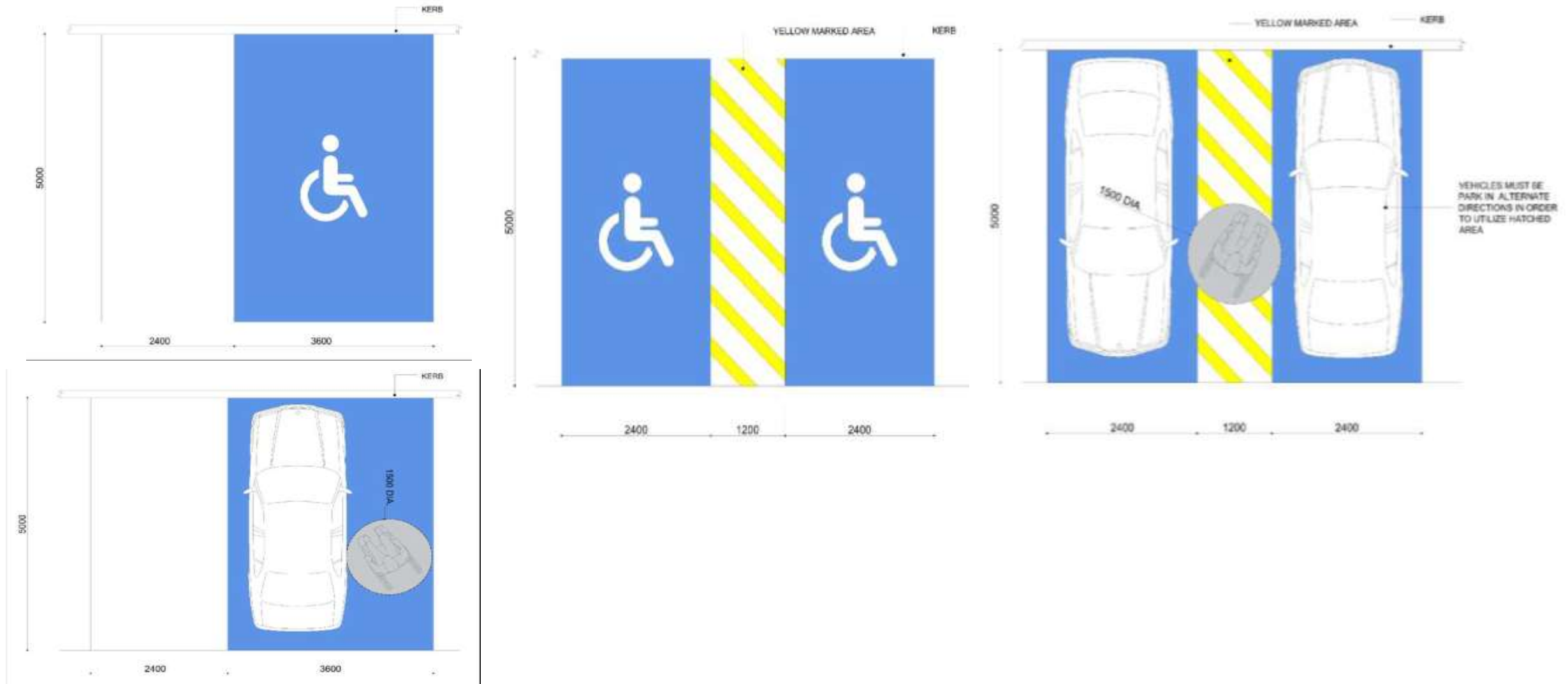
Key elements of accessibility at Stations

- Public Announcement system
- Well illuminated standardized Signages including Braille signages. Policy for provision of Standard Signages at stations has been issued by Railway Board on 15.05.23
- Accessible entry and exit route to Station with entrance ramps
- Minimum two parking lots for Divyangjan in the station area
- Help booths and low height ticket counters
- Universally accessible Toilets on platforms
- Drinking Water booths
- Platform accessibility by means of Foot over Bridge/subway with ramps or provision of lifts
- Improved Station Lighting

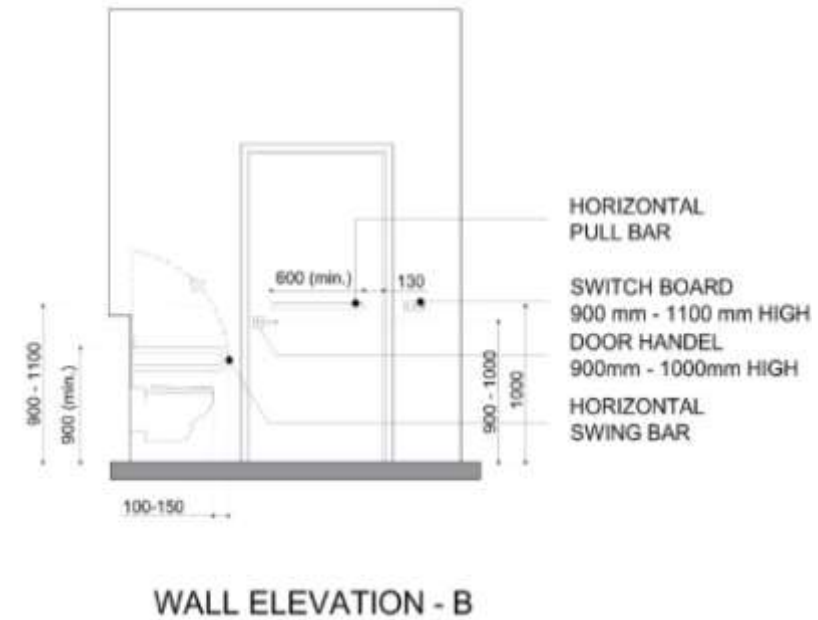
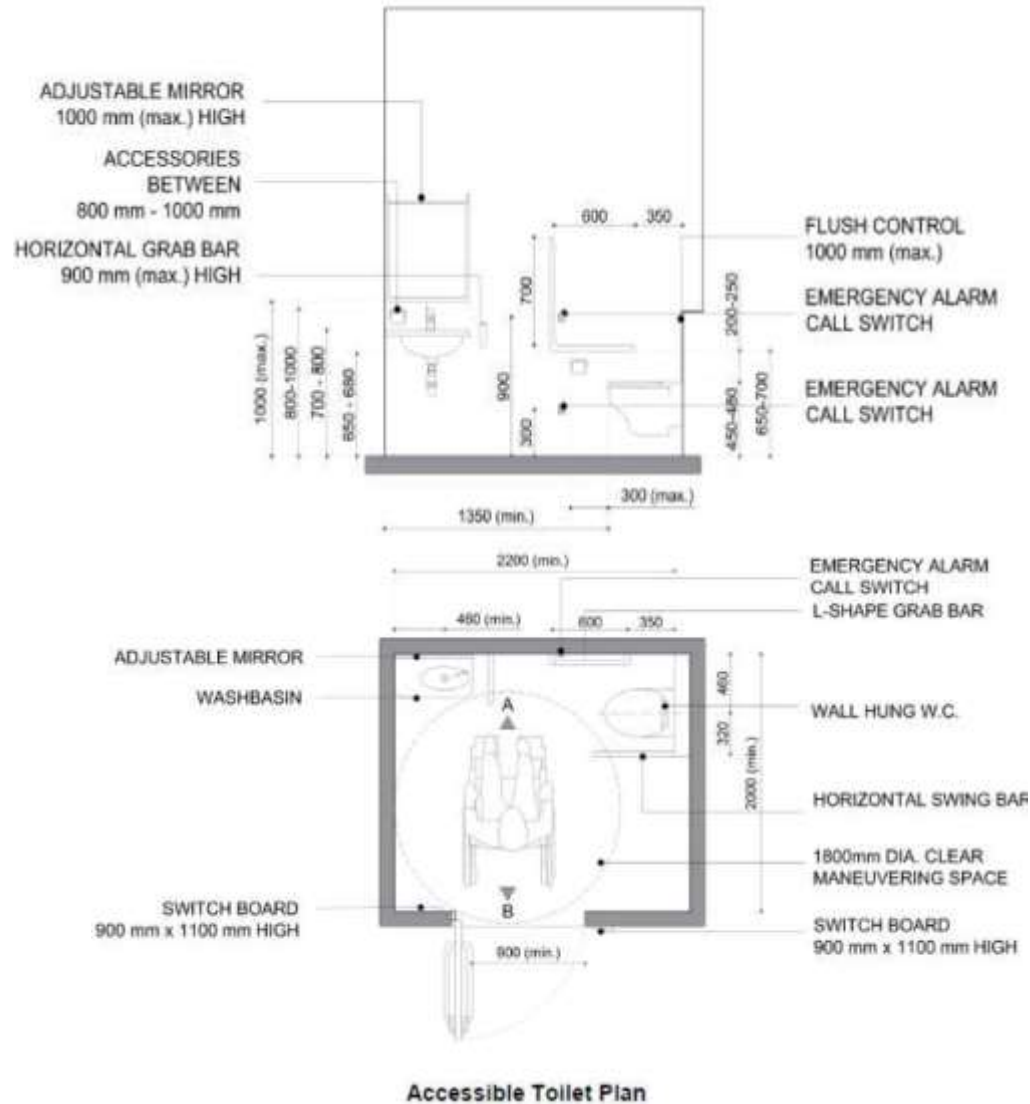
Station Accessibility: Standard Ramps



Station Accessibility: Parking



Platform Accessibility: Toilets



Lift and Foot over Bridge with Ramp



Divyangjan Ramp and tactile pathway



Braille signage and Divyangjan parking



Divyangjan friendly Toilets



Divyangjan friendly Ticket Counter and Braille signages



Implementation Strategy and Timeline

Implementation Strategy & Timeline

I. INFORMATION SYSTEM ACCESSIBILITY

S.N.	Item	Strategy		
		(0 – 3 Year) Short Term Target	(3 – 6 Year) Medium Term Target	(> 6 Year) Long Term Target
1	Web Page / Websites of Railway/ IRCTC	NSG-1 TO 4 & SG-1&2	NSG-5 & 6 & SG- 3	-
3	Public Announcement System	NSG-1 to 4 & SG-1&2		-
4	Signage	NSG-1 to 4 & SG-1		-

Implementation Strategy and Timeline

II. STATION ACCESSIBILITY				
S.N.	Item	Strategy		
		(0 – 3 Year) Short Term Target	(3 – 6 Year) Medium Term Target	(> 6 Year) Long Term Target
1	Standard Ramps	All		
2	Parking (min 2 accessible parking lots)	NSG-1 to 5#	NSG-6#	
3	Ticket Booths	NSG-1 to 3 & SG-1		
4	Help Booth	NSG-1 to 5 and SG-1 & 2	NSG-6 and SG-3	
# - parking lots will be provided wherever feasible				

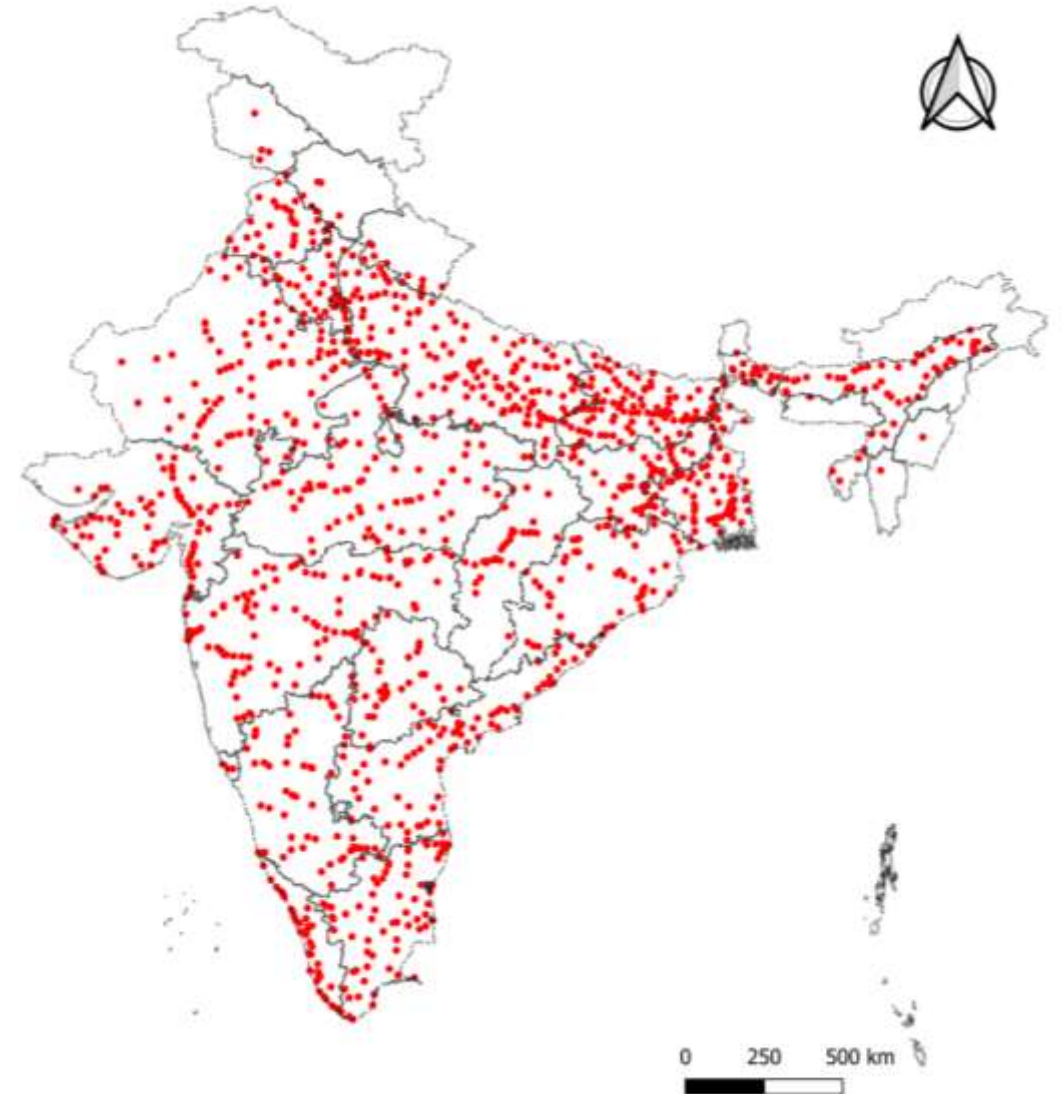
Implementation Strategy and Timeline

III. PLATFORM ACCESSIBILITY				
S.N.	Item	Strategy		
		(0 – 3 Year) Short Term Target	(3 – 6 Year) Medium Term Target	(> 6 Year) Long Term Target
1	Toilet (minimum 1)	NSG-1 to 6 SG-1 to 3		
2	Drinking Water Booth	NSG-1 to 4 SG-1 & 2		
3	Foot Over Bridge/ Subway	NSG-1 to 4	NSG-5	All balance stations
4	Elevators	NSG 1 & 2*	NSG 3*	
5	Lighting	NSG 1 & 2	NSG 3&4 & SG1 to 2	

* for technically feasible locations

Amrit Bharat Station Scheme

It is planned to re-develop all Amrit stations with modernized Divyangjan facilities, wherein works have already started



Thank you