

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS

RAJYA SABHA
UNSTARRED QUESTION NO. 762
ANSWERED ON 05.12.2025

LOWER BERTHS FOR SENIOR CITIZENS AND DIFFERENTLY-ABLED PERSONS

762 # SHRI NEERAJ DANGI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether there is any proposal to reserve lower berths for senior citizens and differently-abled persons, if so, the details thereof;
- (b) whether Government has received any complaints of passengers getting injured due to unclear entry/exit arrangements in coaches, if so, the details thereof; and
- (c) whether Government is aware of the fact that passengers face difficulties while boarding and alighting from train coaches due to lack of proper guidelines or indicators for entry and exit?

ANSWER

MINISTER OF RAILWAYS, INFORMATION & BROADCASTING AND
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (c) Indian Railways continuously strive to provide various facilities for the convenience of passengers including Senior Citizens and Persons with Disabilities. Some of the facilities extended to Senior Citizens and Persons with Disabilities are as under:

- i. Allotment of lower berths to Senior Citizens, Female passengers of 45 years and above automatically, even if no choice is given, subject to availability.
- ii. Earmarking of a combined quota of six to seven lower berths per coach in Sleeper class, four to five lower berths per coach each in Air Conditioned 3 tier (3AC) and three to four lower berths per coach in Air Conditioned 2 tier (2AC) classes (depending on the number of coaches of that class in the train) for senior citizens, female passengers 45 years of age and above and pregnant women.
- iii. Earmarking of reservation quota for Person with Disabilities and their attendants in all mail/express trains including Rajdhani/Shatabdi type trains as under:-
 - Four berths in sleeper class (including two lower & two middle berths)
 - Four berths in 3AC/3E (including two lower & two middle berths)
 - Four seats in reserved second sitting (2S)/air conditioned Chair Car (CC)

iv. Allotment of lower berths falling vacant in the train to senior citizens, Persons with Disabilities or pregnant women (who have been allotted middle/upper berth) on priority.

Further, various types of coaches, which are designed and developed to enhance the safety and passenger experience have been provided. In reserved coaches, entry and exit doors are marked. These signages with 'Entry' and 'Exit' are provided adjacent to Body Side Entrance doors. In general coaches, entry and exit can be done from any of the door.

Additionally, Indian Railways provides a wide range of facilities for all passengers, aiming to enhance comfort and convenience during their journeys, which includes:

- i. A separate compartment earmarked for Divyangjan in almost all Mail/Express trains. These coaches have wider entrance doors, wider berths, wider compartments, larger lavatory with wider doors, wheel chair parking area, etc. Inside the toilets, additional grab rails on the side walls for support and wash basin and mirror at a suitable height are also available.
- ii. For facilitating the visually impaired travellers, integrated Braille Signage i.e. Signage superimposed with Braille scripts has also been provided.
- iii. Modern Amrit Bharat and Vande Bharat and Trains have been designed keeping in view the needs of Divyangjans. The first and last coaches of Vande Bharat Trains have special provisions for Wheel Chair, Divyangjan friendly toilets with wider space etc. Further, modular ramp has been provisioned in these coaches of Vande Bharat trains & Luggage cum Divyangjan coaches of Amrit Bharat for easier boarding and de-boarding of person with restricted mobility inside the coach.
