

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA  
STARRED QUESTION NO. 313  
TO BE ANSWERED ON 08.08.2018**

**DISABLED/DIVYANG FRIENDLY STATIONS**

**\*313. SHRIMATI KIRRON KHER:  
SHRIMATI SAVITRI THAKUR:**

**Will the Minister of RAILWAYS be pleased to state:**

- (a) the details of the provisions made to improve/provide ramps, wheelchairs and other disabled-friendly facilities at the railway stations and in trains;**
- (b) whether the Government plans to maintain facilities for persons with disabilities and if so, the details thereof along with the funds spent on making the Railways disabled-friendly during each of the last three years and the current year;**
- (c) whether the Government has received complaints regarding railway services being disabled-unfriendly, if so, the details thereof and the reaction of the Government thereto;**
- (d) whether the Railways proposes to develop 'B' category railway stations across the country as Divyang-friendly stations and if so, the details of the stations identified for this purpose, zone-wise; and**
- (e) whether escalators and lifts are being installed at all the railway stations in the country to facilitate the senior citizens to reach upto foot over bridges and if so, the details of the railway stations in the country where these facilities have been provided so far?**

**ANSWER**

**MINISTER OF RAILWAYS, COAL, FINANCE AND CORPORATE AFFAIRS**

**(SHRI PIYUSH GOYAL)**

**(a) to (e) A Statement is laid on the Table of the House.**

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO.313 BY SHRIMATI KIRRON KHER AND SHRIMATI SAVITRI THAKUR TO BE ANSWERED IN LOK SABHA ON 08.08.2018 REGARDING DISABLED/DIVYANG FRIENDLY STATIONS**

**(a) and (b): Indian Railways is committed to make India friendly and accessible for Persons with Disabilities (Divyangjan) as part of “Sugamya Bharat Mission” or Accessible India Campaign of Government of India. Improvement/augmentation of amenities at Railway stations, including those for differently abled passengers is a continuous process. Provisions of facilities for Persons with Disabilities (Divyangjan) are to be provided at all stations over Indian Railways. In order to provide better accessibility to Persons with Disabilities (Divyangjan), Short Term Facilities and Long Terms Facilities have been planned at all stations, beginning with Non Suburban Group ‘NSG 1’, ‘NSG 2’, ‘NSG 3’ & ‘NSG 4’ (erstwhile ‘A-1’, ‘A’ & ‘B’) category stations. The details of Railway stations provided with facilities as on 31.05.2018 for Persons with Disabilities (Divyangjan) under all categories of stations over Indian Railways are as under:-**

<b>S.No.</b>	<b>Facility for Persons with Disabilities (Divyangjan)</b>	<b>Approximate number of stations, where facility provided</b>
<b>1</b>	<b>Standard ramp for barrier free entry</b>	<b>2586</b>
<b>2</b>	<b>Earmarking at least two parking lots</b>	<b>1429</b>
<b>3</b>	<b>Non-slippery walk-way from parking lot to station building</b>	<b>1465</b>
<b>4</b>	<b>Signages of appropriate visibility</b>	<b>1474</b>
<b>5</b>	<b>At least one drinking water tap suitable for use by Persons with Disabilities (Divyangjan)</b>	<b>1989</b>
<b>6</b>	<b>At least one toilet (on the ground floor)</b>	<b>1908</b>
<b>7</b>	<b>May I help you booth</b>	<b>1131</b>

**Long-term facilities are to be provided for Divyangjan at 'NSG-1' to 'NSG-4' categories of stations, which are as follows:-**

<b>1</b>	<b>Engraving on edges of platforms</b>	<b>1816</b>
<b>2</b>	<b>Provision of facility for inter-platform transfer</b>	<b>1288</b>

**Zonal Railways have been instructed to provide one wheelchair per platform and in case of island platforms one wheel chair per two platforms at all erstwhile 'A-1' and 'A' category stations.**

**Yatri Mitra Sewa has also been introduced at major Railway stations for enabling passengers to book wheelchairs services cum porter services free of cost through NGOs, Charitable trust, PSUs etc under CSR and responsibility of providing this facility has been entrusted with IRCTC. In case of lack of response from NGOs, Charitable trust, PSUs etc., this service may be arranged on payment basis through a service provider or on its own.**

**Passenger can book e-wheelchairs online through IRCTC portal [www.irctc.co.in](http://www.irctc.co.in). The facility is presently, available at 22 stations i.e. Ahmedabad, Agra Cantt., Vadodara, Varanasi, Bhusawal, Vijayawada, Kanpur Central, Mumbai CST, Mumbai Central, Howrah, Indore, Jhansi, Jaipur, Lucknow Jn., Lucknow, New Delhi, Nagpur, Pathankot Cantt., Pune, Bengaluru City, Secunderabad and Shri Mata Vaishno Devi Katra.**

**Passengers can book cab/coach & porter service online through IRCTC portal [www.irctc.co.in](http://www.irctc.co.in). The facility is available at Chandigarh, Gaya, Guntur, Howrah, Jaipur, Lucknow, Lucknow Jn., Madurai, New Delhi, Delhi Jn., Hazarat Nizamuddin, Delhi Safdarjung, Anand Vihar, Delhi Cantt., Delhi Sarai Rohilla, Tirupati and Vijaywada.**

**Further, Zonal Railways have been authorized to introduce Battery Operated Vehicles (BOVs) at major railway stations for Persons with Disabilities (Divyangjan), elderly and ailing passengers on 'first come first served' basis through sponsorship from individuals, NGOs, Trusts, Charitable institutions, Corporates and PSUs/Corporate Houses under their Corporate Social Responsibility free of charge to passenger or to the Railway. Further, instructions have also been issued to Zonal Railways to invite Expression of Interest for providing the facility of Battery Operated Car service on payment basis initially at all 'A1' category stations keeping in view the financial sustainability of the service. This facility can be availed by passengers on 'first come first served' basis, however, preference shall be given to Sr. Citizens, Persons with Disabilities (Divyangjan),, pregnant women and medically sick passengers.**

**Disabled friendly SLRD coaches of Integral Coach Factory (ICF) design are available in the holding of Indian Railways (IR). These coaches have a suitably designed compartment & toilet adapted to the needs of the disabled / Divyang passengers. Further, the fully air conditioned (WRRMDAC) Garib Rath trains have been provided with an air-conditioned disabled friendly compartment in the power cars. For Linke Hofmann Busch (LHB) coaches, the coach design having a compartment for the disabled/Divyang passengers has been developed and the coach is likely to be manufactured by the Production Units in 2018.**

**It is endeavored to have at least one disabled friendly ICF design coach in each Mail / Express train running with ICF coaches. More disabled friendly coaches shall be added to the fleet of IR in the coming years on LHB design.**

**In the Accounting and Budgeting system of Indian Railways there is no specific head meant for allocation towards Persons with Disabilities (Divyangjan). In Capital segment of Budget, works relating facilities/amenities for travelling public, including those for Persons with Disabilities (Divyangjan) like provision of escalators, elevators, ramps etc. are taken up under Plan Head – Passenger Amenities’, while arrangement in coaches for Persons with Disabilities (Divyangjan) passengers are done under Plan Head – ‘Rolling Stock’. However, these figures are not amenable to segregation. Funds for approximately ₹1657.86 crores have been allocated under Plan Head – Passenger Amenities’ for the financial year 2018-19.**

**The expenditure on development of Passenger Amenities works including those for Persons with Disabilities (Divyangjan) at Railway Stations is generally funded under Plan Head – ‘Passenger Amenities’. Zone-wise details of expenditure (Gross) under this Plan Head during the last three years and current year is as under:-**

**(₹ in Crores)**

<b>Zonal Railway</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19 Expenditure Upto June,2018</b>
<b>Central</b>	<b>78.74</b>	<b>72.88</b>	<b>161.89</b>	<b>24.67</b>
<b>Eastern</b>	<b>62.98</b>	<b>48.26</b>	<b>50.73</b>	<b>4.66</b>
<b>East Central</b>	<b>63.75</b>	<b>65.81</b>	<b>74.11</b>	<b>21.95</b>
<b>East Coast</b>	<b>57.46</b>	<b>56.31</b>	<b>59.85</b>	<b>15.17</b>
<b>Northern</b>	<b>109.33</b>	<b>86.28</b>	<b>170.98</b>	<b>30.04</b>
<b>North Central</b>	<b>52.62</b>	<b>59.94</b>	<b>66.56</b>	<b>22.76</b>
<b>North Eastern</b>	<b>71.94</b>	<b>108.28</b>	<b>91.44</b>	<b>19.17</b>
<b>Northeast Frontier</b>	<b>54.09</b>	<b>45.81</b>	<b>38.16</b>	<b>3.08</b>
<b>North Western</b>	<b>66.07</b>	<b>55.97</b>	<b>68.63</b>	<b>12.28</b>

<b>Southern</b>	<b>95.91</b>	<b>68.41</b>	<b>102.19</b>	<b>6.67</b>
<b>South Central</b>	<b>94.82</b>	<b>68.36</b>	<b>63.81</b>	<b>8.33</b>
<b>South Eastern</b>	<b>65.60</b>	<b>59.05</b>	<b>81.95</b>	<b>9.42</b>
<b>South East Central</b>	<b>31.38</b>	<b>31.94</b>	<b>23.50</b>	<b>5.48</b>
<b>South Western</b>	<b>60.22</b>	<b>41.96</b>	<b>49.61</b>	<b>3.06</b>
<b>Western</b>	<b>49.61</b>	<b>48.20</b>	<b>134.80</b>	<b>21.85</b>
<b>West Central</b>	<b>63.50</b>	<b>43.19</b>	<b>44.44</b>	<b>8.14</b>
<b>Metro</b>	<b>3.19</b>	<b>5.59</b>	<b>3.89</b>	<b>0.15</b>
<b>TOTAL</b>	<b>1081.21</b>	<b>966.78</b>	<b>1286.54</b>	<b>216.88</b>

**(c) A total 1,66,706 complaints were received during financial year 2017-18 through Complaint Management System(COMS) Portal. The various heads for categorization of complaints through COMS portal is Appended. However, no separate data is maintained regarding railway services being disabled unfriendly.**

**(d) There were 709 'A-1', 'A' & 'B' category stations (erstwhile) catering to the bulk of passenger traffic on Indian Railways out of which 670 stations have been provided with all Short-Term Facilities and 639 stations have been provided with all Long-Term Facilities. As per new categorization of stations, there are 611 stations falling in 'NSG 1' to 'NSG 4' categories.**

**(e) In order to facilitate easy movement of elderly, sick and Persons with Disabilities (Divyangjan) and for smooth access to platforms at major railway stations, escalators/lifts are provided as part of "Sugamya Bharat Mission". So far, 498 escalators at 185 stations and 371 lifts at 150 stations have been provided.**

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**APPENDIX REFERRED TO IN REPLY TO PART (c) OF STARRED QUESTION NO.313 BY SHRIMATI KIRRON KHER AND SHRIMATI SAVITRI THAKUR TO BE ANSWERED IN LOK SABHA ON 08.08.2018 REGARDING DISABLED/DIVYANG FRIENDLY STATIONS**

**(c) Cause-wise Statement of complaints received through Complaints Management System Portal ([www.coms.indianrailways.gov.in](http://www.coms.indianrailways.gov.in))**

**(01 April 2017 to 31 March 2018)**

<b>Sl. No.</b>	<b>Causes</b>	<b>Total No. of Complaints</b>
<b>1</b>	<b>Publicity</b>	<b>115</b>
<b>2</b>	<b>Security</b>	<b>877</b>
<b>3</b>	<b>Accident Claims</b>	<b>208</b>
<b>4</b>	<b>Parking</b>	<b>497</b>
<b>5</b>	<b>Tour package service related grievances</b>	<b>3</b>
<b>6</b>	<b>Improper behavior of Commercial Staff</b>	<b>3655</b>
<b>7</b>	<b>Improper behavior of Non Commercial Staff</b>	<b>1158</b>
<b>8</b>	<b>Improper behavior of Non Railway Staff</b>	<b>951</b>
<b>9</b>	<b>Passenger Booking</b>	<b>2594</b>
<b>10</b>	<b>Reservation Issues</b>	<b>3859</b>
<b>11</b>	<b>Allotment of seats/berths by train staff</b>	<b>3846</b>
<b>12</b>	<b>Refund of tickets</b>	<b>11679</b>
<b>13</b>	<b>Unauthorised passenger in coaches</b>	<b>7711</b>
<b>14</b>	<b>Booking of Luggage/Parcels/Goods</b>	<b>4821</b>
<b>15</b>	<b>Working of Enquiry Offices</b>	<b>1446</b>
<b>16</b>	<b>Non availability of water</b>	<b>10422</b>
<b>17</b>	<b>Catering &amp; Vending Services</b>	<b>12185</b>
<b>18</b>	<b>Cleanliness at stations</b>	<b>2318</b>

<b>19</b>	<b>Maintenance/cleanliness of coaches</b>	<b>25363</b>
<b>20</b>	<b>Malfunctioning of Electrical Equipment</b>	<b>21489</b>
<b>21</b>	<b>Punctuality of Train</b>	<b>35793</b>
<b>22</b>	<b>Complaint related to Sleeper Class</b>	<b>2163</b>
<b>23</b>	<b>Thefts/Pilferages</b>	<b>3471</b>
<b>24</b>	<b>Bribery &amp; Corruption</b>	<b>2397</b>
<b>25</b>	<b>Bedroll Complaints</b>	<b>6814</b>
<b>26</b>	<b>Emergency Assistance</b>	<b>183</b>
<b>27</b>	<b>WIFI services</b>	<b>165</b>
<b>28</b>	<b>Retiring Room (ONLINE)</b>	<b>523</b>
	<b>TOTAL</b>	<b>166706</b>

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