

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS**

**LOK SABHA**

**UNSTARRED QUESTION NO. 5090  
TO BE ANSWERED ON 24.07.2019**

**FACILITIES FOR DISABLED**

**5090. SHRI SANJAY SADASHIV RAO MANDLIK:  
SHRI BIDYUT BARAN MAHATO:**

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

- (a) whether the Railways has received a number of requests/complaints from the persons with disabilities about the problems they face during boarding/deboarding the trains;**
- (b) if so, the details thereof and the steps taken/being taken by the Railways on the requests/complaints received in this regard;**
- (c) whether the Government plans to augment various facilities at the railway stations for the convenience of disabled and elderly and if so, the details thereof; and**
- (d) the other steps taken by the Railways to make the railway stations disabled friendly?**

**ANSWER**

**MINISTER OF RAILWAYS AND COMMERCE & INDUSTRY  
(SHRI PIYUSH GOYAL)**

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

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 5090 BY SHRI SANJAY SADASHIV RAO MANDLIK AND SHRI BIDYUT BARAN MAHATO TO BE ANSWERED IN LOK SABHA ON 24.07.2019 REGARDING FACILITIES FOR DISABLED**

**(a) Yes, Sir.**

**(b) to (d) A total of 5,16,680 complaints, which include complaints for provision of facilities for the persons with disabilities, have been received during financial year 2018-19 from various channels including Centralised Public Grievance Redress and Monitoring System (CPGRAMS) web portal, Complaints Management System (COMS) Portal, Social Media etc. However, no separate data is maintained regarding requests/complaints received specifically from persons with disabilities regarding the problems they face during boarding/deboarding the train. Such complaints are duly taken up to provide immediate relief to the complainant and also to introduce long term measures towards provision of facilities for the disabled.**

**Indian Railways has more than 8700 stations and it has always been the endeavour of the Railways to provide adequate amenities to passengers at Railway Stations, including those for differently abled passengers (Divyangjan) which is a continuous process. Provision of facilities for Persons with Disabilities (Divyangjan) are to be provided at all stations over Indian Railways based on the needs of travelling public and availability of funds. 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 Short-Term Facilities so far 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>2670</b>
<b>2</b>	<b>Earmarking at least two parking lots</b>	<b>1604</b>
<b>3</b>	<b>Non-slippery walk-way from parking lot to station building</b>	<b>1557</b>
<b>4</b>	<b>Signages of appropriate visibility</b>	<b>1607</b>
<b>5</b>	<b>At least one drinking water tap suitable for use by Persons with Disabilities (Divyangjan)</b>	<b>2184</b>
<b>6</b>	<b>At least one toilet (on the ground floor)</b>	<b>2757</b>
<b>7</b>	<b>May I help you booth</b>	<b>1322</b>

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

<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>Engraving on edges of platforms</b>	<b>1939</b>
<b>2</b>	<b>Provision of facility for inter-platform transfer</b>	<b>1288</b>

**The initiatives taken towards improvement of facilities for differently abled passengers (Divyangjans) and Senior Citizens include provision of wheelchairs at maximum stations and provision of other facilities like Battery Operated Vehicles (BOVs), escalators, lifts, ramps, drinking water taps, Braille sign indicators, etc at major railway stations. Besides, Disability Inspectors are being appointed/nominated for providing assistance to Divyangjans. Improvement of facilities for rail users, including Divyangjans and Senior Citizens is a continuous and ongoing process.**

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