

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 766
TO BE ANSWERED ON 07.02.2024**

NORTH EAST FRONTIER RAILWAY DIVISION

766. DR. SUKANTA MAJUMDAR:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether Railways is aware that North East Frontier Railway (NEFR) Division has its headquarter at Katihar, Bihar which has the longest area of operation in terms of offices and services from Bihar to West Bengal to the entire north eastern States;**
- (b) if so, the Government's reaction thereto;**
- (c) whether the Railways is aware that due to centralization of process/services, disabled and divyangjans of Balurghat and other areas of West Bengal are forced to go 340 km. far to Katihar, Bihar for the issuance/verification of their Disability Certificates;**
- (d) if so, whether the Railways has received many representations in this regard;**
- (e) if so, whether there is a proposal for opening of one more divisional/sub-divisional office in Balurghat with facility for all such important public services; and**
- (f) if so, the details thereof and if not, the reasons therefor?**

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY**

(SHRI ASHWINI VAISHNAW)

(a) to (f): Divisions on Indian Railways are created keeping in view operating/administrative requirements like size, workload,

accessibilities, traffic pattern etc., consistent with the needs of economy and efficiency.

Concession Card for disabled persons/divyangajans is issued by Divisional office for their respective jurisdiction. Disabled person/divyangajan can apply for concession card by post with self attested copies of all authentic documents of disability to the respective Divisional commercial office, if he/she is unable to attend the divisional headquarter office.
