

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1222
TO BE ANSWERED ON 09.02.2022**

DISABLED FRIENDLY COACHES

1222. SHRI ASADUDDIN OWAISI:

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has made passenger train coaches accessible for Person with Disabilities (PwD);**
- (b) if so, the details thereof;**
- (c) whether the Railways has setup any complaint redressal mechanism for resolving issues of accessibility of railway stations and trains for the PwD and senior citizens; if so, the details thereof;**
- (d) whether trains have been allowed to extend their halting time for allowing PwD, senior citizens and sick people to board and deboard the train safely; and**
- (e) if so, the details thereof and if not, the reasons therefor?**

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

(a) & (b): Yes, Sir. Indian Railway has already been facilitating a separate compartment earmarked for Persons with Disabilities (Divyangjan) in last vehicle (SLRD) marshaled in almost all Mail/Express trains operating with ICF coaches.

These coaches have wider entrance doors, wider berths, wider compartments, larger lavatory and lavatory 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 inside the toilets.

In new design LHB coaches, last vehicle LSLRD coaches have been designed and are being manufactured with the above features. These coaches are being proliferated gradually.

New design coaches such as AC Economy Coach are also being manufactured with at least one wider door out of two doors of the coach.

(c): Yes, Sir. A complaint redressal mechanism namely RailMadad is in existence for redressal of grievances of passengers including PWD and Senior citizens.

RailMadad provides the comfort of a single platform for enquiry, complaints and assistance. Complaints across Web, App, SMS, Social Media, Helpline number (139) and Manual Dak are registered on RailMadad Portal.

All registered complaints are auto assigned to the concerned functionaries on real time basis for redressal.

In order to make the RailMadad Portal accessible for divyangjan, RailMadad Portal has been made WCAG2.0 certified.

(d) & (e): Stoppage time of Mail/Express trains is, inter -alia, dependent on factors like operational requirements and importance of the station. The stoppage time of trains at station en-route varies between 02-05 minutes, which is adequate for de-boarding train.

For the convenience of differently-abled passengers, the coaches meant for Divyangjan passengers are marshalled at the end, to enable guard of the train to provide necessary assistance.