

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS**

LOK SABHA

**UNSTARRED QUESTION NO. 2763
TO BE ANSWERED ON 03.08.2022**

LHB COACHES FOR DIVYANGJAN

2763. SHRI KARTI P. CHIDAMBARAM:

SHRI GOPAL CHINNAYA SHETTY:

SHRI MADDILA GURUMOORTHY:

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of measures being taken by the Government to ensure welfare of Divyangjan passengers in the Indian Railways;**
- (b) the total number of Divyangjan friendly LHB coaches inducted in the Railways till now train/routewise along with the extent to which it has assisted the Divyangjan passengers;**
- (c) whether the Government has put up mechanisms to capture due feedback from Divyangjan Passengers on their travel experience;**
- (d) if so, the details thereof and if not, the reasons therefor;**
- (e) whether all the long distance trains in the country have a separate coach for disabled people and if not, the reasons therefor;**
- (f) the percentage of long distance trains having separate coaches for disabled people at present;**
- (g) the time by which the Government proposes to increase the number of such trains; and**
- (h) the number of stations out of the 7083 railway stations in the country that have been made accessible to Persons with Disabilities?**

ANSWER

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

(SHRI ASHWINI VAISHNAW)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (h) OF UNSTARRED QUESTION NO. 2763 BY SHRI KARTI P. CHIDAMBARAM, SHRI GOPAL CHINNAYA SHETTY AND SHRI MADDILA GURUMOORTHY TO BE ANSWERED IN LOK SABHA ON 03.08.2022 REGARDING LHB COACHES FOR DIVYANGJAN.

(a): Indian Railways have taken various measures to ensure welfare of Persons with Disability (Divyangjans) like grant of concessional fare facility to four categories of Persons with Disabilities (PwD), online reserved concessional ticket booking facility, earmarking of reservation quota in Sleeper and 3AC classes, earmarking of separate reservation counters at important PRS locations, 25% quota in allotment of STD/ISD PCO booths at stations, provision of wheelchair, and Battery Operated Vehicles, introduction of Yatri Mitra Sewa, attachment of specially designed coaches known as SLRD(Second Class cum Luggage and Brake Van with Compartment for Divyangjan) & LSLRD coaches, provision of escalators, lifts, ramps, drinking water taps and toilets suitable for divyangjans, Braille sign indicators, standard ramp for barrier free entry, earmarking of parking lots, non-slippery walk-way from parking lot to building, signages of appropriate visibility, 'May I help you' Booth, etc.

(b) to (g): Indian Railways has already been facilitating a separate compartment earmarked for Persons with Disabilities (Divyangjan) in last vehicle (SLRD) marshalled in almost all Mail/Express trains operating with Integral Coach Factory (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 Linke Hofmann Busch (LHB) coaches, last vehicle LSLRD coaches have been designed and are being manufactured with the above features. These coaches are being proliferated gradually. Around 994 disabled friendly coaches

(LSLRD/LDSLR/LDSLRA) have been manufactured till 30.06.22. Subject to operational feasibility and availability of such coaches, trains operating with ICF rakes have at least one PwD (Divyangjan) friendly coach. Further, subject to operational feasibility, Indian Railways, have also inducted PwD(Divyangjan) friendly LHB coaches, which are being attached in most of the trains operating with LHB rakes, except premium services like Rajdhani, Shatabdi, AC Express services including Tejas Express. Moreover, new design coaches such as LHB Air Conditioned Economy Coach (LWACCNE) are also being manufactured with at least one wider door out of two doors of the coach. Around 348 LWACCNE coaches have been manufactured till 30.06.22. Induction of PwD(Divyangjan) friendly coaches in trains is an ongoing process over Indian Railways subject to operational feasibility, availability of rolling stock etc.

As regards, feedback, Indian Railways gets the suggestions/feedback from all categories of passengers including PwDs(Divyangjans) through various foras like portal of Department of Personnel and Public Grievances commonly known as PG Portal, Rail Madad, enquiry/complaint No.139. Based on the feedback received, remedial actions wherever found necessary and feasible, are taken.

(h): In the year 2015, a target was set to make A1, A & B category railway stations fully accessible to Persons with Disability (Divyangjans). Consequently, all 709 A-1, A&B category railway stations (erstwhile) have been provided with all facilities to make railway stations accessible for PwD (Divyangjan) such as ramps, reserved parking near entrance, accessible toilets, accessible drinking water facilities, accessible lifts, "May I help You" booths, signages etc.

Improvement/augmentation of amenities including those for differently-abled passengers (Divyangjan) at railway stations is a continuous process.
