

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 3499**  
**ANSWERED ON 31.03.2023**

**ACCESSIBILITY OF TRAINS FOR PERSONS WITH DISABILITIES**

**3499 SMT. MAUSAM NOOR:**

Will the Minister of RAILWAYS be pleased to state:

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

**ANSWER**

MINISTER OF RAILWAYS, COMMUNICATIONS AND  
ELECTRONICS & INFORMATION TECHNOLOGY

(SHRI ASHWINI VAISHNAW)

(a) to (b) Indian Railways has already been facilitating a separate compartment earmarked for Persons with Disabilities (Divyangjan) in last vehicle SLRD (Second class cum Luggage cum Guard Van & Disabled Friendly Compartment) 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.

In new design Linke Hofmann Busch (LHB) coaches, last vehicle LSLRD coaches (LHB type Second class, Luggage, Guard & Divyang Compartment) have been designed and

are being manufactured with the above features. These coaches are being proliferated gradually.

Recently developed Vande-Bharat trains also have the provision of similar facilities for PWD in earmarked space in both last vehicles like automatic plug type wide entrance doors, larger lavatory area for complete movement of wheel chair in lavatory, wheel chair parking space, Braille signage, low height washbasin, western commode with handrails at suitable height etc.

For the assistance of the visually impaired travelers, integrated Braille Signage, i.e. Signage superimposed with Braille scripts, are being provided in all the newly manufactured coaches. Further, retro-fitment of the same in existing coaches is also continuing in a phased manner.

EMU local trains have compartment earmarked for Divyangjan. Unlike other compartments, doorway centre pole is relocated to the sides to enable entry of wheel chairs in this compartment.

(c) IR has a well knit robust Public Grievances Redressal Machinery (Rail Madad) for resolving all types of grievances/complaints of passenger including PWD and senior citizens. RailMadad can be accessed through the following modes:

- RailMadad Helpline 139,
- Social Media-Facebook, twitter@RailMinIndia & Koo
- Web portal: //railmadad.gov.in
- RailMadad Mobile App (Android and iOS)
- SMS to 139:<Madad><space><complaint text>
- Email: railmadad@gov.in

Complaints & Suggestion Book are also available with Ticket Checking Staff and with Station Master/Manager.

(d) & (e) To ensure safe boarding/de-boarding of passengers especially persons with disabilities, senior citizens and sick people, train services are placed well in advance at the originating stations and remain stabled for adequate time at destination station as majority of the passengers board/de-board at these stations. For stations enroute, where stoppage has been provided, it is the duty of Train Manager (Guard) to ensure that all passengers have boarded/de-boarded the train safely.

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