



GOVERNMENT OF INDIA (भारत सरकार)
MINISTRY OF RAILWAYS (रेल मंत्रालय)
RAILWAY BOARD (रेलवे बोर्ड)



No. 2024/TG-II/2/announcement

New Delhi, Dated. 27/06/2024

The General Managers,
All Zonal Railways.

Sub: Announcement about the position of coaches earmarked for Persons with Disabilities (PWD) at the stations.

Please refer to this office letter No. 2023/TG-IV/13/Divyang coach dated 11.04.2023 (copy enclosed) on the subject quoted above wherein Zonal Railways were advised that announcement of the Divyang coach position should be made at all stations from time to time so that Persons with Disabilities (PWDs) are able to board the train without any hassle especially when the duration of stoppage of the train is less than 5 minutes.

1.1 During a hearing on a complaint filed on the above issue, Hon'ble Chief Commissioner of Persons with Disabilities was critical about the status of announcement at railway stations regarding position of coaches earmarked for PWDs. Hon'ble Commissioner has desired to get the status of these announcements being made at stations.

2. It is, therefore, requested that compliance of instructions dated 11.04.2023 referred to above may please be ensured and announcement regarding position of coach attached for PWDs should be made to avoid inconvenience to PWDs. Audio recording of announcements being made on at least two railway stations of each zonal railway should also be sent to this office on nishantkumar.03@gov.in or sotg098@gmail.com. Compliance report regarding action initiated on this account should be sent to this office by 5th of July positively as the next hearing of this case is scheduled to be held in the 2nd week of July in which compliance report is required to be submitted to the Court.

3. Southern Railway should also prepare a draft Joint Procedure Order (JPO) inter-alia indicating the procedure to be followed by all the departments concerned so as to ensure making of correct announcement regarding position of these coaches and send the same to this office by 15-07-2024.

DA: As above

(Neeraj Sharma)

**Principal Executive Director Passenger Marketing
RailwayBoard**

Copy for information and necessary action to: PCCMs, all zonal Railways.

Government of India
Ministry of Railways
(Railway Board)

No. 2023/TG-IV/13/Divyang coach

Dated -4-2023

PCCMs
All Zonal Railways

Sub: Announcement about the position of Divyang coach at the stations

Instructions have been issued by Board's Office from time to time to all Zonal Railways regarding announcement of the Diyang coach at the stations

Complaints have been received in Board's Office that announcement about the position of Divyang coach is not being made at some stations.

It is, therefore, advised that announcement of the Divyang coach position should be made at all stations so that Divyans are able to board the train without any hassle especially when the duration of stoppage of the train is less than 5 minutes.

Signed by Avinash Sharma
Date: 11-04-2023 11:27:02
(Avinash Sharma)
Deputy Director/Traffic Commercial/General-III
Railway Board