

2312361/2025/O/o Ch.OS/Com/Plg/HQ/NR
3121766/2025

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

No. 2025/TG-II/COORD/14/Announ

New Delhi, dated 24.03.2025

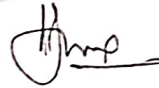
Principal Chief Commercial Managers,
All Zonal Railways

Sub.: Regarding clear and unambiguous communication of information to Divyangjans through announcements at railway stations.

Representations from various forums have been received in this office, highlighting the issues faced by Divyangjans, particularly those with visual impairments, concerning the current announcement systems at railway stations.

In this connection, in pursuance of the Government of India's commitment to enhance the inclusivity of railway services, Zonal Railways are hereby directed to ensure that all announcement systems at railway stations within your zone incorporate provisions for clear, concise, and unambiguous communication of information, to enable Divyangjans to access critical travel-related information seamlessly.

It is requested to ensure compliance of the above instructions and a compliance report may please be furnished to this office within 15 days by Fax on 030-43373 (Railway) / 011-23072028 (P&T) and also by e-mail on sotg098@gmail.com.



(Avinash Sharma)

**Joint Director/Traffic Commercial (General)-II
Railway Board.**

Write letter to
SV DCM,
PCCM (E-12/K)
CCM/PS
Dy. CCM/G

Nar Singh
17.4.23.

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 Divyang coach at the stations

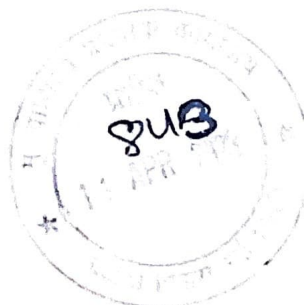
Complaints have been received in Board's Office that announcement about the position of Divyang coach is not being made at some stations.

It is, therefore, advised that announcement of the Divyang coach position should be made at all stations so that Divyangians 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



Northern Railway

Headquarter Office
Baroda House
New Delhi

No. 79-RD-PA-Misc-2020

Sr. Divl. Comml. Manager,
Northern Railway,
DRM office,
NDLS, FZR, LKO, MB, UMB.



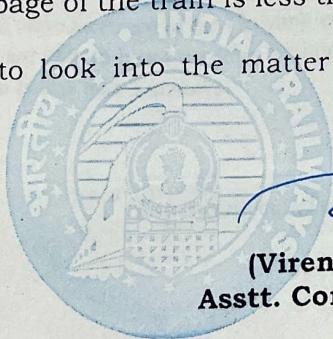
Dated: 17-04-2023

Sub: Announcement about the position of Divyang coach at the station.

Please find enclosed a copy of Railway Board's letter no. 2023/TG-IV/13/Divyang coach dated 11.04.2023 wherein it is advised that announcement of the Divyang coach position should be made at all stations so that Divyangjans are able to board the train without any hassle especially when the duration of stoppage of the train is less than 5 minutes.

It is therefore requested to look into the matter and take necessary action accordingly.

DA/as above



(Virender Prasad Bhatt)
Asstt. Comml. Manager/Plg.& NFR

I/147744/2025

Northern Railway

Headquarter Office
Baroda House
New Delhi

No. 79-RD-PA-Misc-2020
02-2025

Dated: -

Sr.Divl. Comml. Manager,
Northern Railway,
DRM office,
NDLS, FZR, LKO, MB, UMB.

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

This office is in receipt of letter from the "Welfare Association of Parents of Children with Disability" requesting for making announcements regarding Coach position of Divyangajan coach through Public address system over NR Railway stations.

In this connection, may kindly peruse this office letter referred (1) above wherein Railway Board's letter referred (2) above was forwarded for making announcement regarding Divyang coach position at all stations so that Divyangjans are able to board the train without any hassle especially when the duration of stoppage of the train is less than 5 minutes.

In view of the above, Divisions are requested again to please adhere to the abovesaid Railway Board's instructions to avoid any complaint in this regard from the travelling public.

DA/ As above

Digitally Signed by
Mahendra Kr Mishra
Date: 04-02-2025 17:43:53

ACM/Plg & NFR
Hr. Secy. Approved

I/153557/2025

Northern Railway

Headquarter Office
Baroda House
New Delhi

No. 79-RD-PA-Misc-2023

Dated: -03-2025

Sr.Divl. Comml. Manager,
Northern Railway,
DRM Office,
NDLS, FZR, LKO, MB, UMB.

Sub:- Regarding clear and unambiguous communication of information to Divyangjans through announcements at railway stations.

Ref. : Railway Board's letter no.2025/TG-II/COORD/14/Announ dated 26.03.25.

Please find enclosed herewith Railway Board's letter referred above wherein the it has been directed that all announcement systems at railway stations within respective divisions incorporate provisions for clear, concise, and unambiguous communication of information to enable Divyangjans to access critical travel-related information seamlessly.

In view of the above, divisions are requested to ensure compliance of the above Board's instructions and a compliance report may be furnished to this office on or before 04.04.2025 so that Railway Board may be apprised accordingly.

DA/ As above.

Digitally Signed by
ACM/Plg.& NFR Mahendra Kr Mishra
Date: 28-03-2025 18:25:59
Reason: Approved