



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



No. 2024/TG-II/08/NR

New Delhi, dated .10.2025

Principal Chief Commercial Managers,
All Zonal Railways

Sub.: Priority Allocation of Battery Operated Vehicles (BOVs) for Divyangjans, Senior Citizens, Medically Sick Passengers, and Pregnant Women.

Ref.: (1). Letter No. 2012/LM(PA)/03/08/Policy dated 26.09.2014 and 21.10.2015.

(2). Commercial Circular No. 38/2016 dated 06.07.2016.

(3). Commercial Circular No. 38/2009 dated 26.08.2009.

(4). Letter No. 2012/TG-IV/11/46 dated 05.12.2018.

In reference to the Railway Board's policies cited above, concerning the provision of BOVs at Railway Stations and with the objective of enhancing service quality, it is reiterated that due priority should be given to Divyangjans, Senior Citizens, Medically Sick Passengers, and Pregnant Women in the allotment and boarding on BOVs.

It is requested that needful steps may be taken to implement above stated provision and a compliance report in this regard may be furnished by e-mail on **sotg098@gmail.com** and also by Fax on 030-43373(Railway)/011-23072028(P&T).

**(Avinash Sharma)
Joint Director/Traffic Commercial (General)-II
for Executive Director/Passenger Marketing
Railway Board**

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