

2312361/2025/O/o Ch.OS/Com/Plg/HQ/NR  
3121766/2025 COORD/14/Announ

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.**

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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.

File No. 2023/TG20222703/006849 Master No. 3426533  
2186618/2025/O/o Ch.OS/Com/Plg/HQ/NR  
188/2023/164  
4941/2023  
Write

103 70/96

Write letter to  
Sv DCMs  
PCCM (E-DAK)  
~~CCMPS~~  
Dy. CCM/G Mar.

Nar Lugh  
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 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**



2186618/2025/O/o Ch.OS/Com/Plg/HQ/NR

## Northern Railway

Headquarter Office  
Baroda House  
New Delhi

No. 79-RD-PA-Misc-2020

Dated: 17-04-2023

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

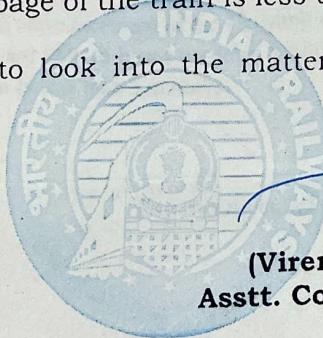


**Sub:** Announcement about the position of Divyang coach at the station.

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



*V.P.B.*  
17.4.2023  
(Virender Prasad Bhatt)  
Asstt. Comml. Manager/Plg.& NFR

N.Rly.

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**  
Reader 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