

1.0 INTRODUCTION

Indian Railways is committed to make Railways accessible for Persons with Disabilities (Divyangjan) as part of "Sugamya Bharat Abhiyan" or "Accessible India Campaign" of Government of India

Indian Railways is making every effort possible to make railway services fully accessible in compliance with RPwD Act, 2016. Accordingly, a number of facilities/amenities for persons with disabilities (Divyangjan) are being provided at all stations depending upon their category in Indian Railways. However, Improvement/augmentation of services at railway stations and trains, including those for passengers with disabilities is a continuous process.

Indian Railways endeavours to provide comprehensive facilities and services to Divyangjan which inter-alia includes an easy to use information system, accessible infrastructure, various concessions to passengers traveling on Divyang concession tickets, human assistance, Wheel Chairs, standardised signage etc. It also aims to make the Railway coaches and stations accessible by retrofitting the existing infrastructure as well as integration of accessibility in new infrastructure from planning and design stage itself. Various facilities and accessible infrastructure elements are to be provided based on each category of stations. To have a focussed approach and to realize the broad aim of accessible Indian Railways, the comprehensive accessibility guidelines for Indian Railways have been composed in the following five (5) sections:

- I. Information System Accessibility
- II. Station Accessibility
- III. Platform Accessibility
- IV. Train Coach Accessibility
- V. Monitoring & Feedback Mechanism

These accessibility guidelines for Indian Railways are based on the—state-of-the-art approach and philosophy of Universal Design and with a rationale of "**Reasonable Accommodation**" as guided by the Rights of Persons with Disabilities Act, 2016. "**Reasonable Accommodation**" means necessary and appropriate modification and adjustments, without imposing a disproportionate or undue burden in a particular case, to ensure to persons with disabilities the enjoyment or exercise of rights equally with others.

2.0 INFORMATION SYSTEM ACCESSIBILITY

2.1.1 Web Page / Websites of Railway/ IRCTC

Website of Indian Railways should have a separate and dedicated one click template for Divyangjans displaying all the information and facilities available for Divyangjans in stations as well in trains. For better accessibility, it shall follow the






Universal Design Principles, W3C guidelines in addition to complying with GIGW guidelines.




Improvement in accessibility of information before, during and after the journey is a continuous and an on-going process and shall further be enhanced through digital systems of Indian Railways.

Following accessibility related Information to be displayed "Station wise" on Webpage for NSG 1 to NSG 4 category stations.

(i) Accessibility Assistance

	<p>Is Wheel Chair available? Can Wheel Chair be booked online?</p>
	<p>Battery-operated Car (If Available)</p>
	<p>Is Sahayak available</p>

(ii) Accessible Amenities / Infrastructure

	<p>Is dedicated Parking for Divyangjan available? Location of Parking.</p>
	<p>Is Divyang Friendly Toilet/s Available? Location?</p>
	<p>Is Divyang Friendly Water Booth/s Available? Location?</p>
	<p>Availability of Help Booth Any other accessibility features</p>