

Draft Document for discussion on Guidelines on accessibility of Indian Railway Stations and facilities for differently abled persons (Divyangjan) and passengers with reduced mobility.

22nd December, 2021

Draft guidelines on accessibility of Indian Railway Stations and facilities for differently abled persons (Divyangjan) and passengers with reduced mobility has been prepared and uploaded on the Ministry of Railways website (<https://indianrailways.gov.in/railwayboard>). Rail users may give their suggestions by email at email id:- sd1divyangjanguidelines@gmail.com by 13.01.2022.

Guidelines on accessibility of Indian railway stations and facilities for differently abled persons (Divyangjans) and passengers with reduced mobility

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 stations and trains 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 endeavors 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, standardized 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 the planning and design stage itself. Various facilities and accessibility infrastructure elements are to be provided based on each category of stations. To have a focused approach and to realize the broad aim of accessible Indian Railways, the comprehensive accessibility guidelines for Indian Railways have been divided into following three segments:

PART A : Guidelines : This segment has further been divided into the following five sections:

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

PART B : Drawings & Specifications.

PART C : Implementation Strategy.

These accessibility guidelines for Indian Railways are based on 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 modifications and adjustments, without imposing a disproportionate or undue burden in a particular case, to ensure for persons with disabilities the enjoyment or exercise of rights equally with others.*

Further all stations which are being redeveloped, on PPP mode or otherwise shall follow these guidelines for provision of the amenities for ease of accessibility of Divyangjans and Senior Citizens.

Part A

Guidelines

1. INFORMATION SYSTEM ACCESSIBILITY

1.1 Web Page / Websites of Railway/ IRCTC

- 1.1.1 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.
- 1.1.2 Website should have a flexible and acceptable interface design, adequate color contrasts and legible information availability in multiple formats through various technology platforms. For better accessibility, it shall follow the Universal Design Principles and W3C guidelines.
- 1.1.3 It is recommended to use the technology enabled accessibility features of interface design like text to speech features to facilitate persons with visual impairments, user friendly pictograms for perceptible information by persons with speech and hearing, intellectual and learning disabilities, etc.

As an example, the captcha code during booking for train tickets, needs to be made available in audible formats along with visual formats (simple numeric equations such as (“1+2 = , 5+7 = “) for ease of access for persons with visual impairments.
- 1.1.4 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.
- 1.1.5 Web site shall also contain a link to *Rail Madad* for Divyangjan related complaints and their redressal.
- 1.1.6 The accessibility related Information to be displayed “Station wise” on Website are mentioned in ***Section I – Webpage of Part B.***

1.2 Mobile App

- 1.2.1 A dedicated Mobile App shall be developed containing the information for all passenger amenities, including Divyangjan amenities. The Mobile App and Website shall be WCAG 2.0 (AA) and STQC certified.
- 1.2.2 Already such a facility of complaint registration is available in ‘*Rail Madad*’ App. This App may be suitably modified with the assistance of CRIS (Centre for Railway Information System) to enhance accessibility features and assistance for persons with disabilities.

1.3 Public Announcement System

- 1.3.1 Public Announcement system to be credible and include announcements regarding the availability of facilities for Divyangjan on train stations, platforms and services.
- 1.3.2 At NSG-1 category stations, announcements with Sign Language shall be made. Further, this will be integrated with parallel captioning systems and displayed in digital screens on Railway stations as well to support the needs of persons with speech and hearing impairments.
- 1.3.3 Announcements regarding the position of Divyang friendly coach shall be made at regular intervals, wherever feasible.
- 1.3.4 Efforts made for better acoustics, sound legibility and audibility to enhance information access through public announcements at Railway Stations.

1.4 Signages

- 1.4.1 The illuminated signage system for the railway stations (across India) shall be unambiguous, prominent and standardized. Standardized illuminated signage of all facilities available at Railway stations, including Wheelchairs etc. to be provided and displayed prominently for clear visibility from a distance. (NSG 1 to 4 & SG 1 category stations).
- 1.4.2 Braille signage may also be provided along with all other signages at the stations. (NSG 1 to 2 & SG 1 category stations). Efforts to be made to get frontline service staff trained in sign language in a phased manner.
- 1.4.3 The Coach Position Display system needs to display the position of the Divyang coach at all stations.
- 1.4.4 Braille signage to be provided within the coaches at appropriate locations and reach especially for seat numbers and electric control panels. (All Mail / Express trains and above). For eg. Coach number shall be provided near the entrance door, Seat numbers to be provided at the aisle side on the partition wall.
- 1.4.5 Divyang Coaches to be painted with prominent large sized standardized Divyang symbol/blue band for better visibility from a distance.

1.5 Information in Coach

- 1.5.1 During journey in all running trains, railways shall integrate visual display and audio announcements regarding approaching train stations in Divyang Coach. Facility to access approaching station information shall be enabled through a “Call Alert System” to enable all passengers including persons with sensory, cognitive and learning disabilities.
- 1.5.2 Emergency exit sign in green and white colour should be well illuminated at each side of the train coach aisle which should be clearly visible.

2. STATION ACCESSIBILITY

2.1 Accessible Route

- 2.1.1 Entry and Exit of the Railway Station should be accessible.
- 2.1.2 Railway stations should be planned and designed keeping in view accessibility to Divyangjans and senior citizens.

2.2 Entrance Ramps

- 2.2.1 Entrances to the station building should have a ramp for Divyangjans. *(see Section II of Part B)*
- 2.2.2 Double height handrails with rounded grips may be provided on ramps at entrance of the station *(see Section III of Part B)*
- 2.2.3 Braille signages to be provided at ramps for NSG1 category stations
- 2.2.4 The Ramps should have Tactile guiding blocks (Line/dot-type) which indicates a correct path/route to follow for a person with visual impairment.

2.3 Parking

- 2.3.1 A minimum of two car parking for Divyangjan lots shall be earmarked as accessible car parks with direct access route to station building on NSG -1 to 4 stations as per feasibility.
- 2.3.2 For other category stations, parking lots for vehicles to be provided as per availability of space, feasibility and requirement.
- 2.3.3 Parking lot should be as close to the Help-Booth/entry of station as possible. It should ideally be a step free or with ramped access
- 2.3.4 Floor and vertical signage with blue and white pictogram of accessibility shall be provided for the parking. (*see Section IV of Part B*)

2.4 Ticket Counter

- 2.4.1 Provision of low height ticket and enquiry counters duly marked as being Divyang friendly with accessibility signage should be available at NSG-1 to 3 category stations and SG-1 category stations. For other category stations, Zonal Railway may decide provision of a low height ticket counter based on the feasibility and requirement. (*see Section V of Part B*)
- 2.4.2 Priority shall be given to Divyangjans in queues at the ticket booking office. The queue segregating handrails may be provided. .

2.5 Help Booths

- 2.5.1 Facilities of wheelchairs, other assistive devices like crutches, etc. shall also be extended from the help booth. The location should be prominent and clearly marked through informational signage and directional signages at main entry of Railway Station itself to keep PwDs locate it with ease.
- 2.5.2 Accessible Help Booth(s) manned by ‘*Divyangjan Sahayaks*’ shall be provided at all NSG-1 to 3 and SG-1 category stations. An identified office shall be allocated as Help Booth at NSG-4 & NSG-5 and SG-2 category stations. For indicative drawing *see Section VI of Part B*
- 2.5.3 Location of Help Booth shall be near the entry/exit of the railway station and prominently identifiable by signage for ease in assistance to persons with disabilities and others. If there are separate accessible ticket counters for Divyangjan, those can serve as a Help Booth as per standards.
- 2.5.4 Where separate Help Booth cannot be provided due to any constraints, Signage to be provided or Enquiry Booth may be redesignated with a separate accessible counter for Divyangjan to function as Help Booth keeping the practical feasibility of workload of the nominated official.
- 2.5.5 To the extent possible, manning of the help-booths to be done by any NGO working in the field of disability, free of cost. The said manpower be given basic trainings on railway systems like ticketing rules, Divyangjan facilities etc. by Railways and who in turn will guide and provide assistance to Divyangjans. If no NGO is forthcoming for providing free manpower to be deployed in the Help Booths, then possibility to be explored for outsourcing of manpower for manning of Help Booths. The provision of assistance at Help Booths in such cases to be chargeable basis.

3. PLATFORM ACCESSIBILITY

3.1 Platform Zoning & Design (*see Section IX of Part B*)

- 3.1.1 Platform design is critical to accessibility and safety of all passengers. It is therefore recommended to create and develop an unobstructed zone as part of every platform.
- 3.1.2 All the new platforms being raised to High level or during resurfacing of platform, the guiding tactile path will be ensured. The platform edges may be painted with colour strip in high contrast to the floor colour so as to ensure safety for persons with low vision and others while boarding the train or otherwise. Colouring should be such to avoid illusion to driver and also shall not result in false signal sighting.
- 3.1.3 Platforms should be well illuminated with atleast 100 lux levels in case of covered area and atleast 30 lux in case of open area for better visibility, high contrast and legibility. (NSG1-4 & SG1 -2 category stations).
- 3.1.4 All structural elements like columns or coach position indicator poles, etc. shall be painted in contrasting colour scheme from the bottom to 900 mm above to allow adequate visual contrast for persons with low vision/colour blindness.
- 3.1.5 Platform numbers and other signage for platform amenities shall be designed and placed/hung prominently in a uniform manner.
- 3.1.6 Protruding objects, if any on the platform shall ensure a minimum head clearance of 2000 mm from finished floor level which will ensure an uninterrupted path especially with people with low vision/Blindness.

3.2 Toilet

- 3.2.1 Atleast one toilets may have universal accessibility features and the facility may be used by all types of passengers (*see Section VII of Part B*)
- 3.2.2 Signage at accessible toilet entrance should be clearly visible and should comply with the International Symbol of Accessibility.
- 3.2.3 Wherever, space is constrained, a unisex toilet cubicle with accessibility features to be provided (*see Section VII of Part B*)

3.3 Drinking Water Booth

- 3.3.1 Drinking water points accessible for Persons with Disabilities (PwDs) should be provided on each platforms of NSG- I to 4 and SG-I to 2 stations. For other category of stations, Zonal Railways may decide upon the provision of drinking water tap based on the feasibility and requirement.
- 3.3.2 Any operable part of electrical/electronic controls such as vending machines, electrical switches, wall socket, intercom buttons etc. should be designed and operable.
- 3.3.3 Faucets and other controls designated for use by Persons with Disabilities may be provided as per drawings attached
- 3.3.4 Clearly visible signage shall be provided
- 3.3.5 Design & Specification of height, width, Clear floor and knee space etc. may be provided as per *Section VIII of Part B*

3.4 Foot Over Bridge

- 3.4.1 FOBs with both stairs and Ramp facility should be provided to make them accessible for senior citizens and persons with physical disabilities (PwDs) as well as ease of self carrying trolley bag
- 3.4.2 FOB should be preferably 20 feet wide at NSG 1 to 3 and SG-1 category stations wherever feasible. For other category of stations, Zonal Railways may decide upon the width of FOB based on the feasibility and requirement. Handrails shall be provided as per design.
- 3.4.3 Tactile guiding and warning blocks may be provided which shall lead to the edge of staircases, lifts or escalators. (NSG 1 to 2 category stations).
- 3.4.4 Stations where there is more than one platform without any FOB/ Subway connecting them, a pathway for passengers may be provided connecting the ends of the platforms. The pathway should have a minimum width of 2 meter and notices / signages should be prominently displayed near such crossings. *(As per para 417 of IRWM)*.
- 3.4.5 Footover bridges shall clearly indicate through signage the direction towards the various platforms and also towards the exit side of the station with proper pictograms and adequate colour contrast. *(see Section X of Part B)*

3.5 Subway

- 3.5.1 The height of subway should be at least 2.75 metres and minimum width of subway to be 4 metres (desirable 7.5 metres).
- 3.5.2 Provision of adequate lighting and drainage system and also ensures security and safety for Subway. Power supply to subway should be made available from the feeder cable of traction line (OHE) or other means of uninterrupted power source of electric supply.
- 3.5.3 Tactile path (guiding and warning) from the platform may seamlessly lead to Subways (NSG1 to 2 & SG1 category stations).

3.6 Lifts

- 3.6.1 Access through Lift shall be provided at platforms where FOB ramp is not available / feasible.
- 3.6.2 The minimum size of the lift shall be 1500 mm x1500mm which allows easy maneuverability of Wheel Chair users with a clear door opening of minimum 900mm to be provided. The gap between the lift door and building floor shall not be more than 12 mm
- 3.6.3 The call button located outside of the lift may have a clear floor space of minimum 900 mm x 1200 mm with no obstruction so as to enable a Wheel Chair user to easily reach the call button and it shall be installed at a height between 800 mm and 1000 mm. It shall have buttons with Braille / raised letters.
- 3.6.4 The control panel inside the lift shall be placed at a height between 800mm to 1000mm, for Wheel Chair users. It shall have buttons with Braille / raised letters. Grab bars shall be placed at a height of 900mm from the floor level and be fixed on both sides and rear of the lift. An emergency switch (in Red colour) be placed for emergency support services for all lift users including persons with disabilities.
- 3.6.5 The lift should also have a voice announcement system. At least 50 decibels shall be maintained for the same.
- 3.6.6 The provision of a mirror on the wall of the lift car opposite the lift door is a positive aid to navigation for Wheel Chair users. It allows the Wheel Chair user to see if anyone is behind them

and also to see the floor indicator panel. The mirror shall not extend below 900 mm from the lift floor to avoid confusing people with visual impairments.

3.7 Lighting

- 3.7.1 Lighting is an integral part of station architecture and as such should respond to the given architectural conditions and be coordinated with other elements of the stations.
- 3.7.2 In addition to providing illumination and a sense of security, the lighting system in railway stations should be durable, energy efficient and easily maintained.
- 3.7.3 The lighting in office rooms, passages, stairs, open areas etc. shall be provided as per established norms and appropriately positioned.

4. TRAIN COACH ACCESSIBILITY

4.1 Train Coach and Platform interface

- 4.1.1 The difficulties observed in negotiating the gap between Train coach and platform needs to be minimized to the best extent possible by technological innovations for ease in boarding and alighting to all passengers including persons with disabilities (Divyangjan).
- 4.1.2 The new train coaches shall integrate an accessible feature of having atleast one door wider than others to provide better access for Wheel Chair bound persons with disabilities.

4.2 Coach Exteriors

- 4.2.1 Paint the signage/ symbol of Divyang coach prominently and big in a standardised format on outside so as to be identified from a distance.
- 4.2.2 Braille coach number may be provided near the coach entrance door or at door handle for easy identification of coach along with direction indication for ascending / descending coach position for passengers with visual impairment.
- 4.2.3 The foot step edges will be in contrasting colour scheme for better visibility to low vision / colour blind and others with vision impairments.

4.3 Coach Interiors and Seating

Railway coach interiors shall enhance their accessibility features through the following recommendations / guidelines:

- 4.3.1 Seat numbers shall be provided in braille along with contrasting colour scheme on handles near aisle for easy accessibility of visually impaired and all others. Seat number in larger font also to be provided near aisle for those with low vision.
- 4.3.2 Electrical control switches along with mobile/laptop charger points shall be in contrasting color scheme with tactile features embedded on them.
- 4.3.3 A step ladder may be modified for easy access for upper berth in sleeper class, three tier and two tier AC coaches.
- 4.3.4 A vertical handrail to be fixed adjacent to the ladder for providing support while climbing for upper berth. Appropriate standardized pictogram shall be used to display the same. Suitable

instructions will be issued for providing adequate handrail holds without infringing into the aisle space

- 4.3.5 Braille and tactile signage should be placed at a height between 900 mm to 1500 mm (ideal location at 1050 mm) above the finished floor level.

4.4 Coach Amenities

4.4.1 Toilets

- 4.4.1.1 Foldable door of toilet in new coaches shall be made more accessible and easier to operate with low physical effort.
- 4.4.1.2 Adequate grab rails in both Indian squat and Western type toilets shall be provided for better access and safety of passengers with disabilities, elderly and all others. The faucet / tap, handles in coaches is recommended to have a lever type handle for easy access.
- 4.4.1.3 Emergency Alarm switch of bigger size shall be provided in toilets and in Divyangjan coach for evacuation of all including persons with hearing and visual impairments. Passengers shall be made aware to respond in public interest in case of hearing of alarm from toilet.
- 4.4.1.4 Train borne accessibility features to be displayed and announced at stations and also on websites.

4.4.2 Friendly Coaches

- 4.4.2.1 Divyang Friendly Coaches shall be prohibited for boarding and usage by passengers other than escorts travelling with a person with disability.
- 4.4.2.2 Stoppers for Wheel Chairs shall be affixed in Divyangjan coach for keeping them safely hinged during the journey.

4.4.3 Emergency Evacuation

It is recommended to have accessibility guideway to be used for emergency evacuation from the train coaches. Following provisions may be ensured in all coaches for safe exit of passengers including persons with disabilities on priority.

- 4.4.3.1 Emergency exit sign in green and white colour should be well illuminated at each side of the train coach aisle which should be clearly visible.
- 4.4.3.2 The emergency window in AC coaches for evacuation / rescue should be well identified with a signage, including in braille.
- 4.4.3.3 An audio announcement along with flash sign during emergency evacuation may be explored for informing persons with visual and hearing impairments respectively
- 4.4.3.4 A self-reflective and contrasting colour line bordering the aisle should be visible as a guiding line even during low or no lighting conditions in a coach, especially at nights.
- 4.4.3.5 Coach attendants, support staff, RPF personnel and all others on board the train should be sensitized and well trained for emergency rescue operations especially for persons with disabilities. This perspective shall be included in their training modules and revised regularly.

5. Monitoring & Feedback Mechanism

5.1 Monitoring Mechanism

- 5.1.1 Present system of station inspection by multi-disciplinary committee such as SIG etc. and designated officials is adequate to monitor the facilities for PwDs.
- 5.1.2 Inspection reports by individual Railway officials or multidisciplinary committee should include para on Divyang friendly facilities/services and para suggesting for scope for improvements.

5.2 Feedback Mechanism

- 5.2.1 Feedback / Complaint and Suggestion Book to be made available at the Station Director office / SM / SS office / Help-Booth at NSG-1 to NSG-3 stations and SG-1 category stations. Assistance also to be rendered for persons with visual impairments to write their complaints/feedbacks/suggestions.
- 5.2.2 Complaint Book shall also be made available when asked for in A/C coaches by TTE of train for any issues in regard to accessibility.
- 5.2.3 Feedbacks / Complaints through Website and Mobile App with facility to upload photographs for crowd sourcing shall be enabled as a feature in Indian Railways.
- 5.2.4 All complaints to be directed to designated official of concerned Railway for its appropriate redressal.
- 5.2.5 Stakeholder consultations / discussions with "Divyangjan" about the problems being faced by them at Railway stations i.e while entering/ exiting the stations during reservation, boarding of trains, design of toilets, accessible platforms etc. shall remain an integral part of feedback system. As per their suggestions, suitable policy modification including necessary steps must be taken to make "Accessible India Campaign" more effective.

Part B

Drawings & Specifications

FUNCTIONAL REQUIREMENTS AND TECHNICAL SPECIFICATIONS FOR MATERIALS, WORKMANSHIP AND FINISHES ETC.

1. General safety requirements

Safety requirement of Railway systems shall include the following from travelling public requirements:

- (a) Stations should provide for free and safe movement of people;
- (b) Platforms should allow for the safe occupancy by people and boarding or alighting trains;
- (c) Trains should have a safe means of access, egress and of people;

2. Standards and Codes of Practice

- (a) The design of the Systems/ facilities/infrastructure and Maintenance shall, in general, comply with the laid down standard and specifications.
- (b) Standards indicated in the Specifications are provided solely for the guidance. Other National or International Standards may be followed.
- (c) In general standard laid down in IR code & manuals, by RDSO/ National Building code, IS code etc. shall be followed.

3. Materials and Workmanship;

- (a) Materials and components to be used in the execution of the Works shall be new, free from imperfection and proven to be reliable in service and that all materials and components incorporated in the Works are new and suitable for their intended purpose, environment and function.
- (b) All material used shall be of current production and well-proven application for the design and intended use.
- (c) Workmanship and general finishes shall be of best quality and in accordance with best practice.
- (d) There is a need to specify basic requirements and criteria for the finish of public areas within the System. While convenience, comfort, and attractiveness will be considered in the selection and application of the finishes, it shall be assured that the goals of safety, durability, and economy are achieved.

4. Basic Goals

4.1 Safety

4.1.1 Fire Resistance and Smoke Generation

Reduce hazard from fire by using materials with minimum burning rates, smoke generation, and toxicity characteristics for station finishes, consistent with requirements of Fire/Life Safety requirements.

4.1.2. Slip-resistant walking surfaces

Increase pedestrian safety, in compliance with accessibility requirements by using floor materials with slip-resistant qualities. Entrances, stairways, platform edge strips, and areas around equipment should have high slip-resistant properties.

The following static coefficients of friction shall be provided as a minimum:

Coefficient of Friction

- | | |
|--|-----|
| ● Public horizontal surfaces | 0.6 |
| ● Non-public horizontal surfaces, exterior | 0.6 |
| ● Non-public horizontal surfaces, interior | 0.5 |
| ● Platform edge strips Textured
Visually-contrasting material | 0.8 |
| ● Stairs, ramps, sloping sidewalks
area around equipment | 0.6 |

4.2 Durability

Provide for long and economical service by using materials with wear, strength, and weathering qualities consistent with their initial and replacement costs, and their location in the station. The materials must maintain their good appearance throughout their useful life.

4.3 Ease of Maintenance

1.3.1 Cleaning – easily cleanable with reduced costs

1.3.2 Repair or Replacement

Reduce maintenance costs by using materials which, if damaged, are easily repaired or replaced without undue interference with the operation of the System.

4.4 Resistance to Vandalism -

Provide materials and details that do not encourage vandalism, that are difficult to deface, damage or remove. All surfaces exposed to the public are to be finished in such a manner that the results of casual vandalism can be readily removed with normal maintenance techniques.

4.5 Aesthetic Qualities -

Create feelings of warmth, attractiveness, quality, and to instill civic pride in the facility.

5. General Criteria

Certain general criteria for finish materials are indicated to achieve the goals outlined above as well as those, which would result in a high level of illumination, good cleanliness levels, and the appearance of high cleanliness.

5.1 Cost

Materials shall be selected for long life, low maintenance, replacement considerations and overall aesthetic and functional qualities.

5.2 Availability

Materials should be selected which are readily available. Domestic products shall be selected unless the product is not available within the country.

5.3 Non-proprietary Materials

Proprietary items should only be used where it is established that no other materials would meet the particular design requirements.




5.4 Installation Standards

Materials shall be detailed and specified to be installed in accordance with industry standards and manufacturer's advice.






STANDARD DRAWINGS



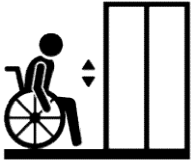




I. WEB PAGE

(A) ACCESSIBILITY ASSISTANCE

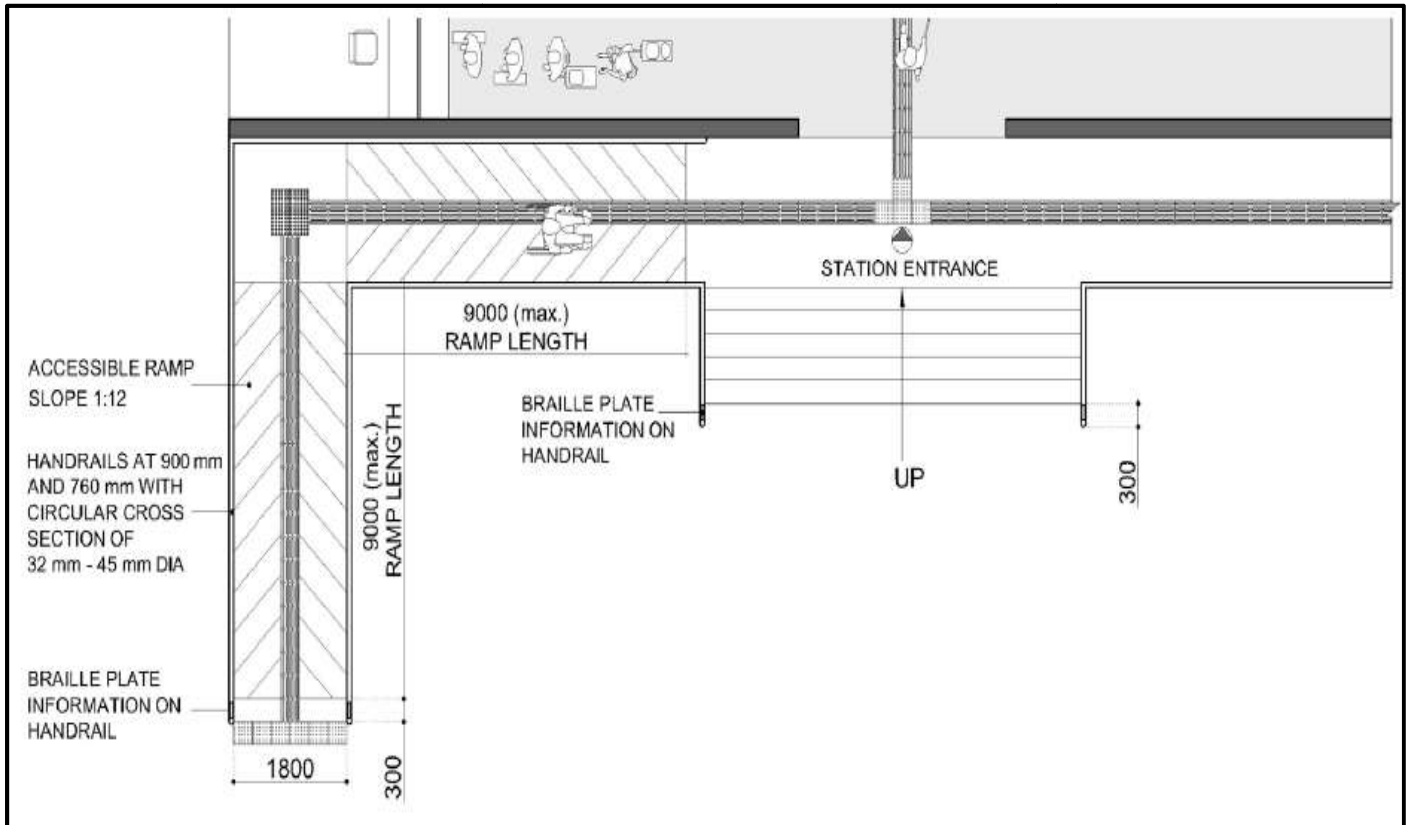
	Is Wheelchair available?	YES	NO	Available at Help Booth/ Enquiry booth
	Can Wheelchair be booked online?	YES	NO	Accompanied by Porter <i>Link to be inserted</i>
	Battery Operated Car	YES	NO	Phone No. of Battery-operated Car operator (If Available)
	Human Assistance	YES	NO	Phone No. (If Available)
	Booking of Human Assistance	YES	NO	<i>Link to be inserted</i>
	PwD (Divyangjan) Sahayak			Phone No.

(B) ACCESSIBLE AMENITIES

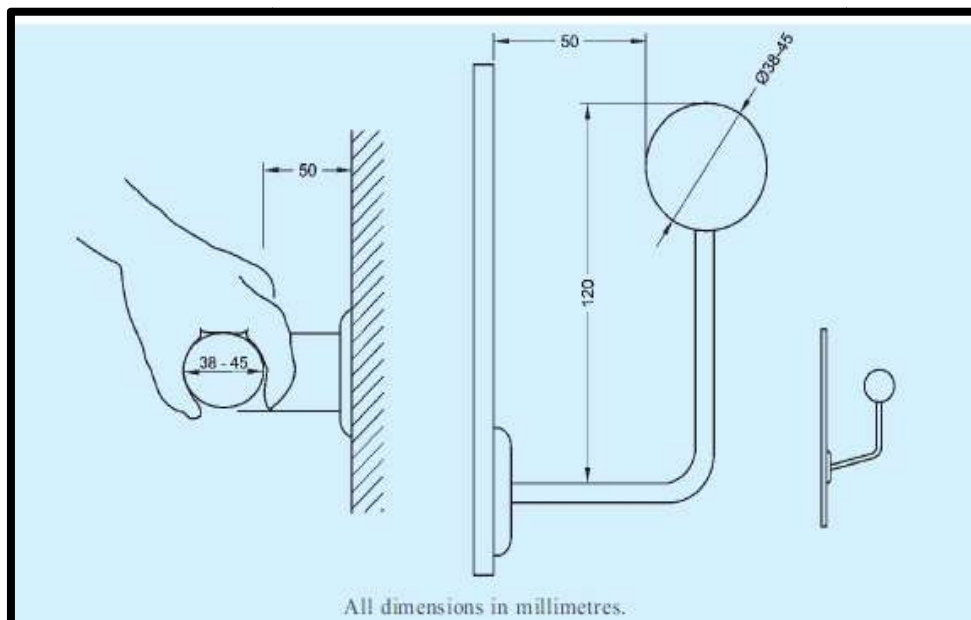
	Dedicated Parking for Divyangjan	YES	NO	No. of Parking/s Location/s
	Divyang Friendly Toilet/s	YES	NO	Location(s)
	Divyang Friendly Water Booth/s	YES	NO	Location(s)
	Ramp at Main Entry	YES	NO	Location(s)
	Ramp at Second Side Entry	YES	NO	Second side entry available/not available

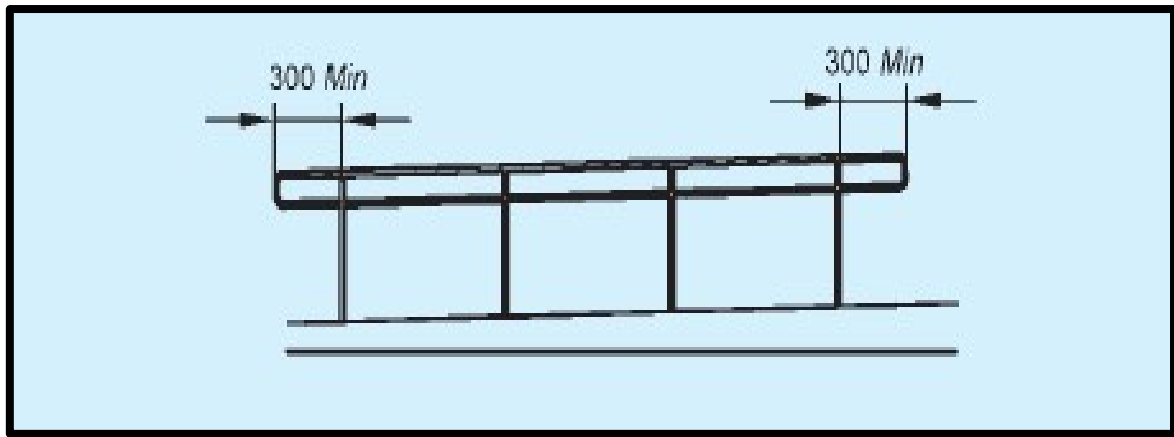
	Ramp at any other location	<div></div> <div>YES NO</div> <div></div>	Locations to be specified Location-1: Location-2:
	Ramp at Foot Over Bridges for inter platform transfer	<div></div> <div>YES NO</div> <div></div>	At platform No/s----
	Availability of accessible Lift/Elevator	<div></div> <div>YES NO</div> <div></div>	At platform No/s----
	Availability of Help Booth / Enquiry	<div></div> <div>YES NO</div> <div></div>	Location of Help Booth to be indicated.
	Availability of Audio/Visual Braille map	<div></div> <div>YES NO</div> <div></div>	Location to be indicated
	Availability of Braille Signage	<div></div> <div>YES NO</div> <div></div>	Location to be indicated
	Any other accessibility features	<div></div> <div>YES NO</div> <div></div>	Specify the features: (i) (ii)

II. STANDARD RAMPS

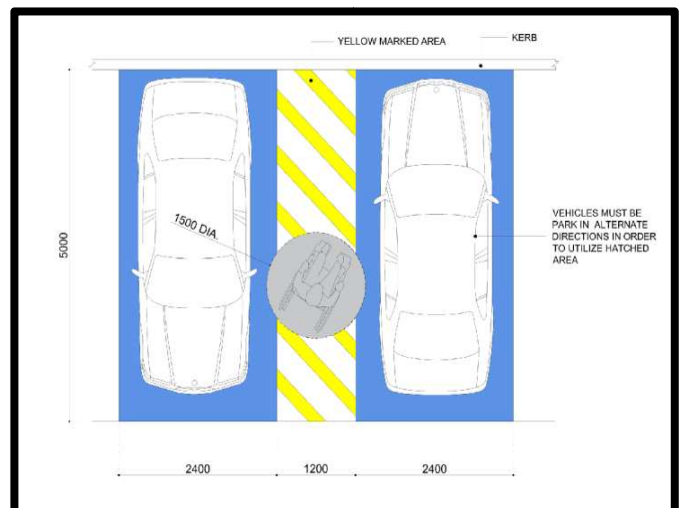
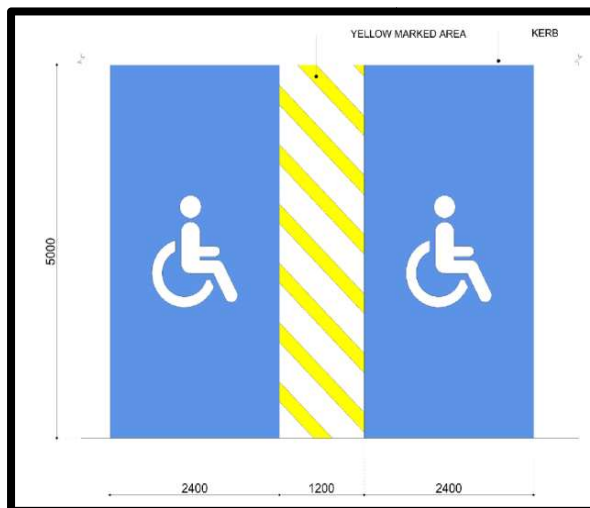
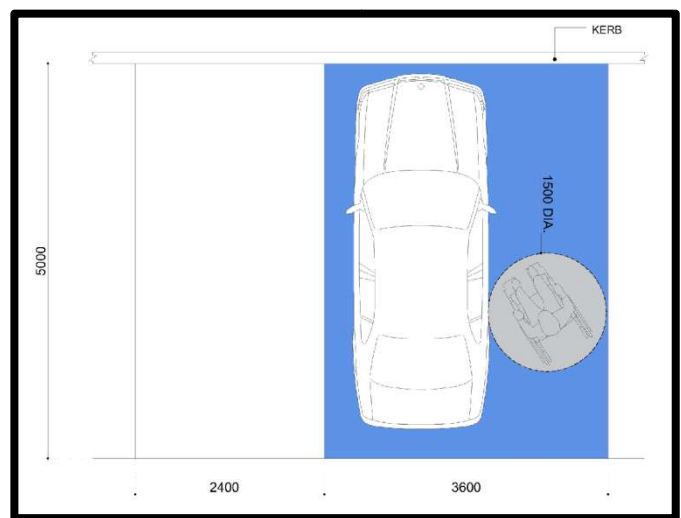
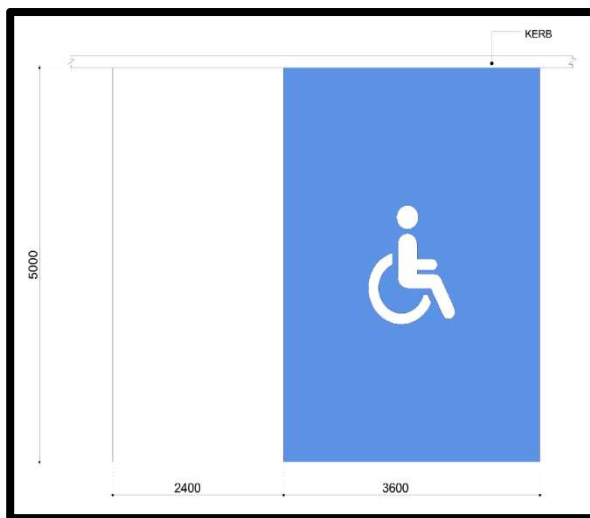


III. HANDRAIL – SPECIFICATIONS





IV. PARKING



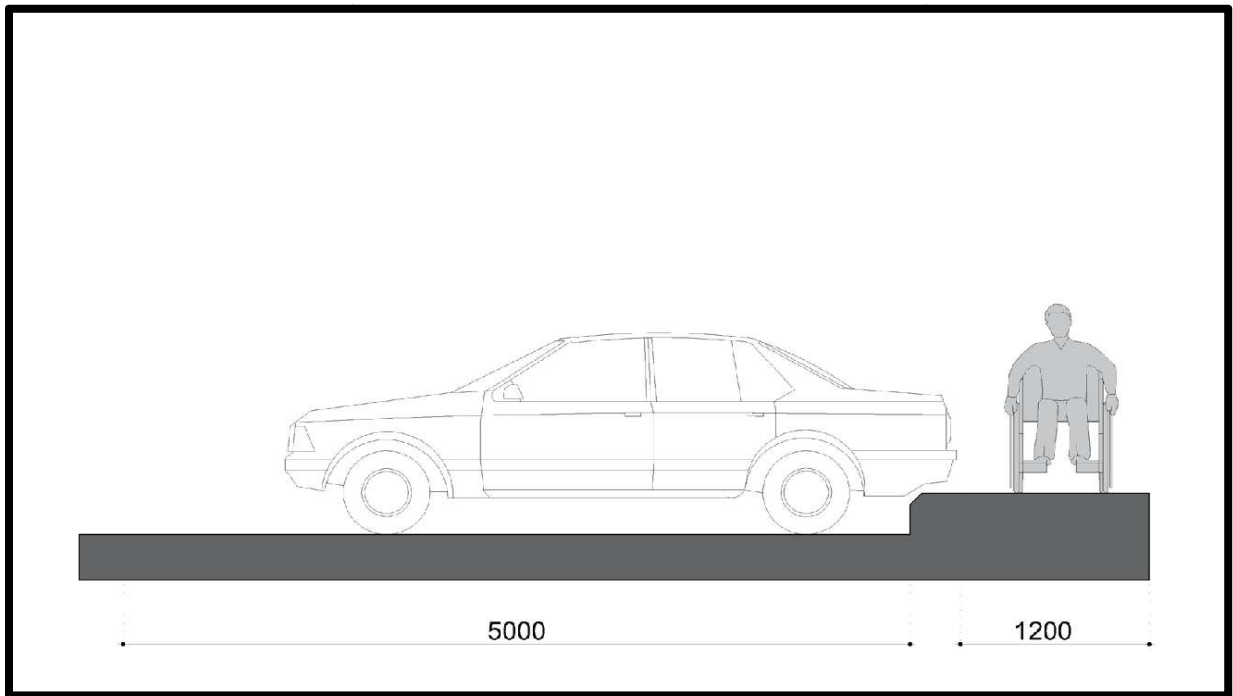


Fig. Space requirement for the wheelchair movement on the footpath behind car parking

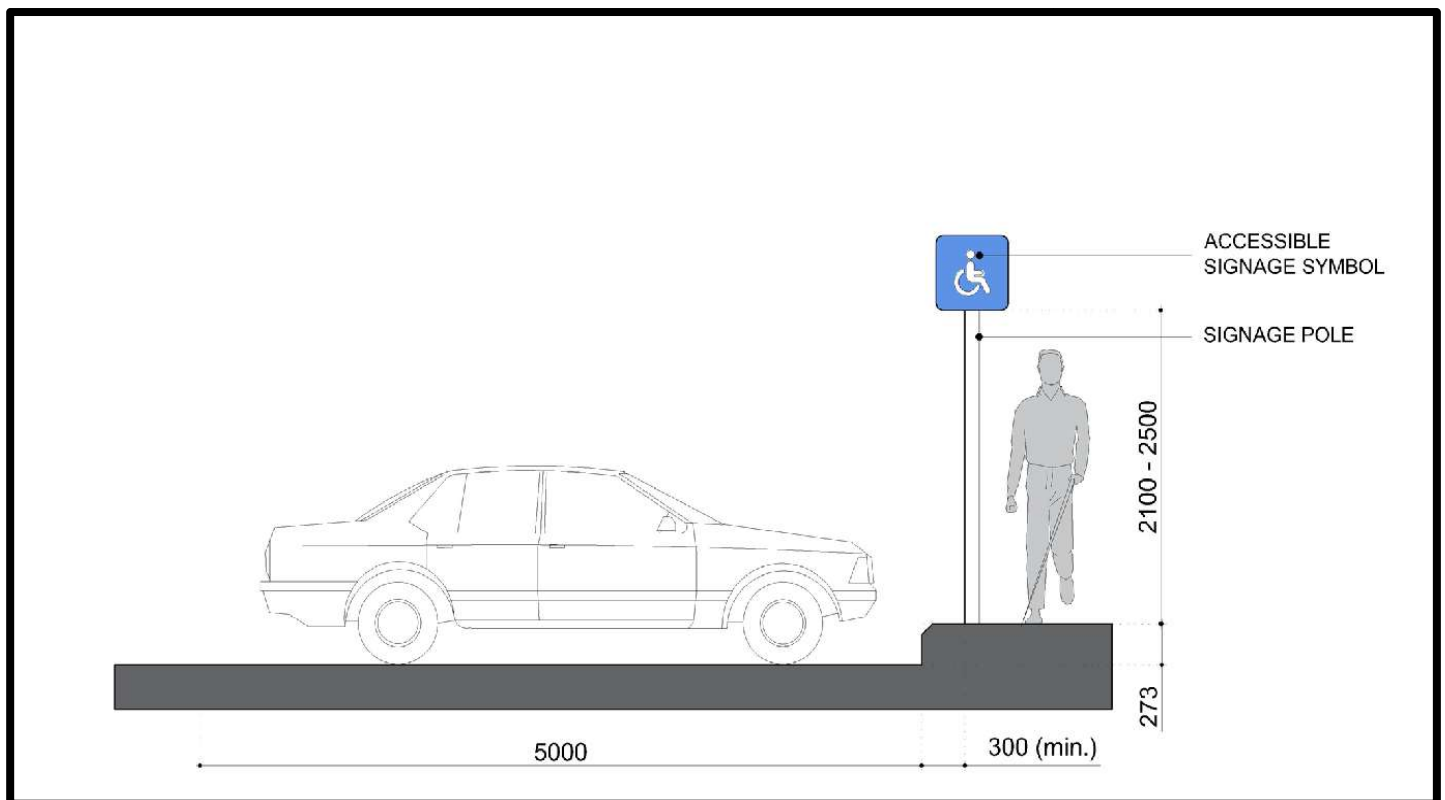
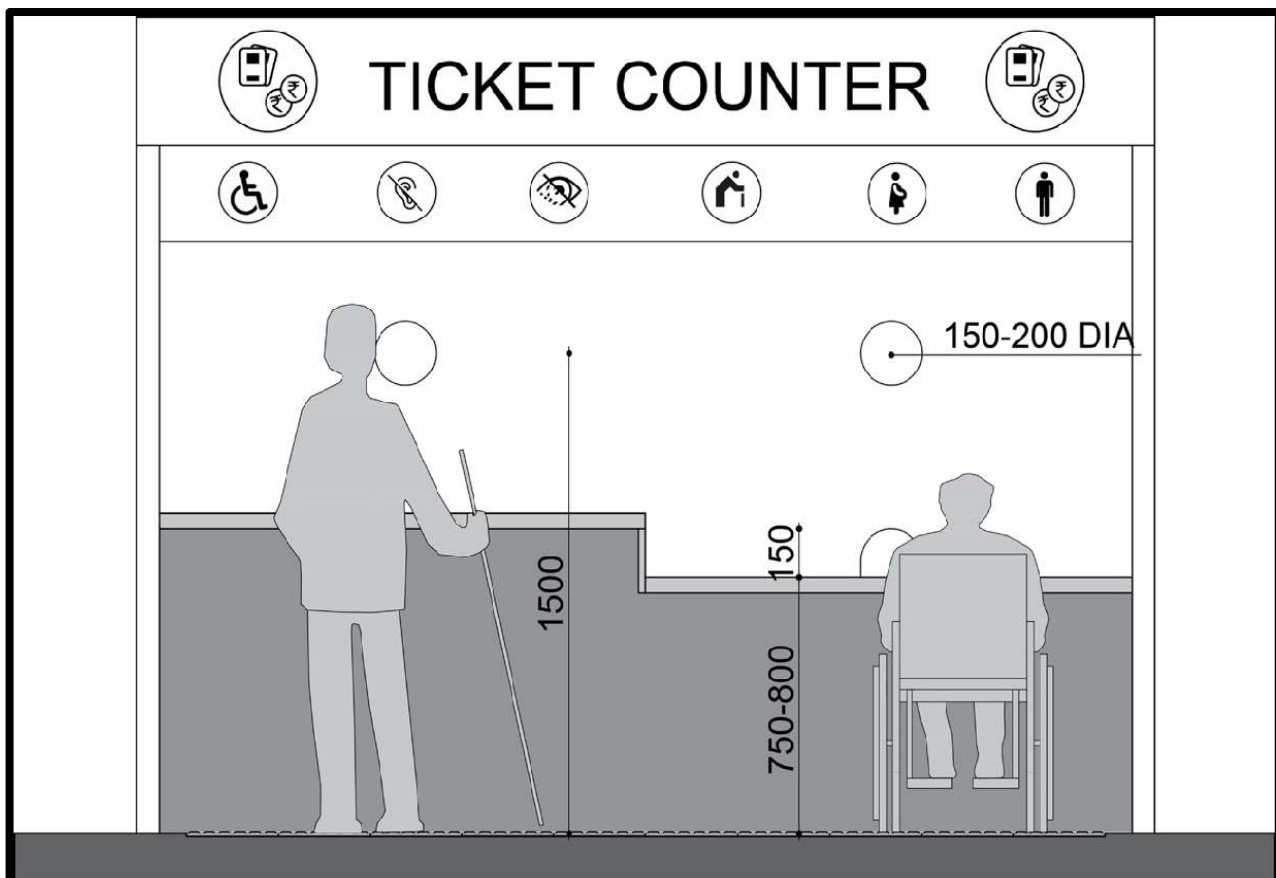
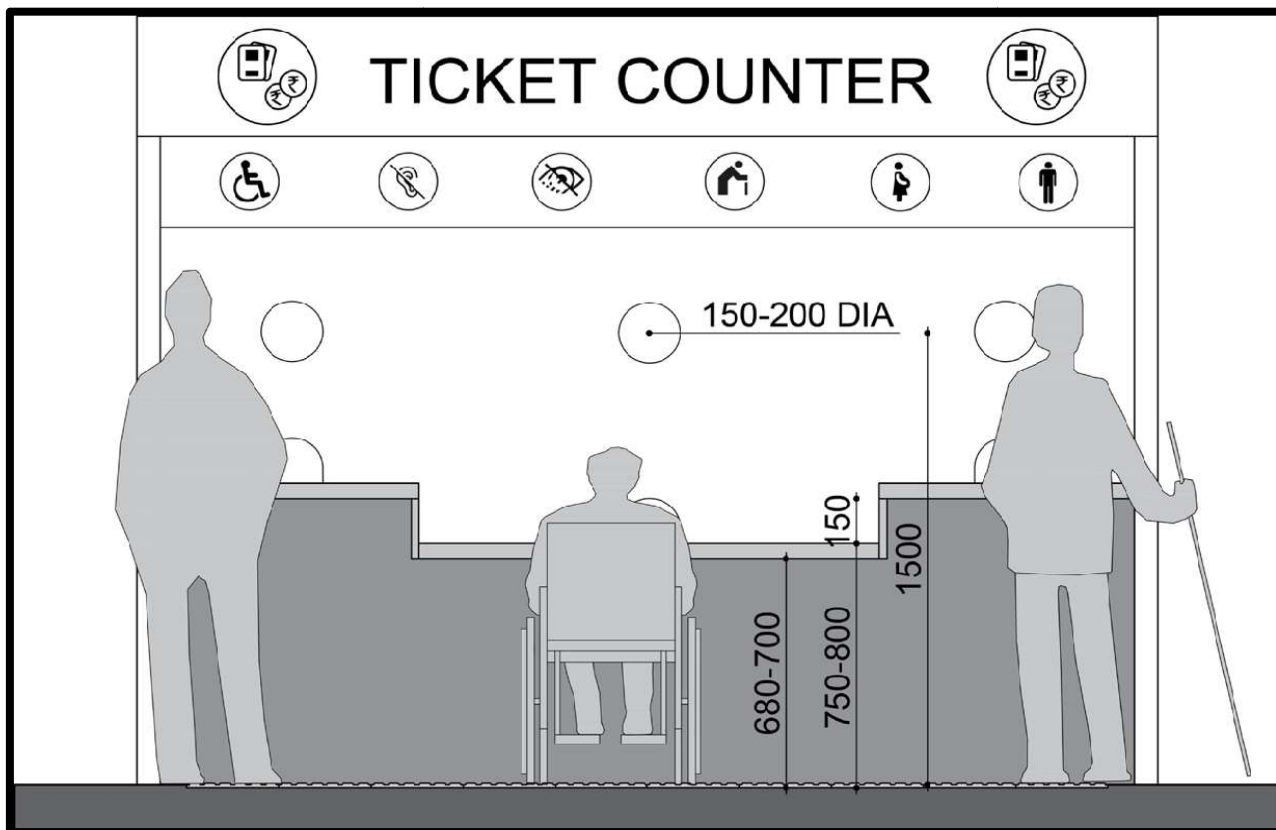
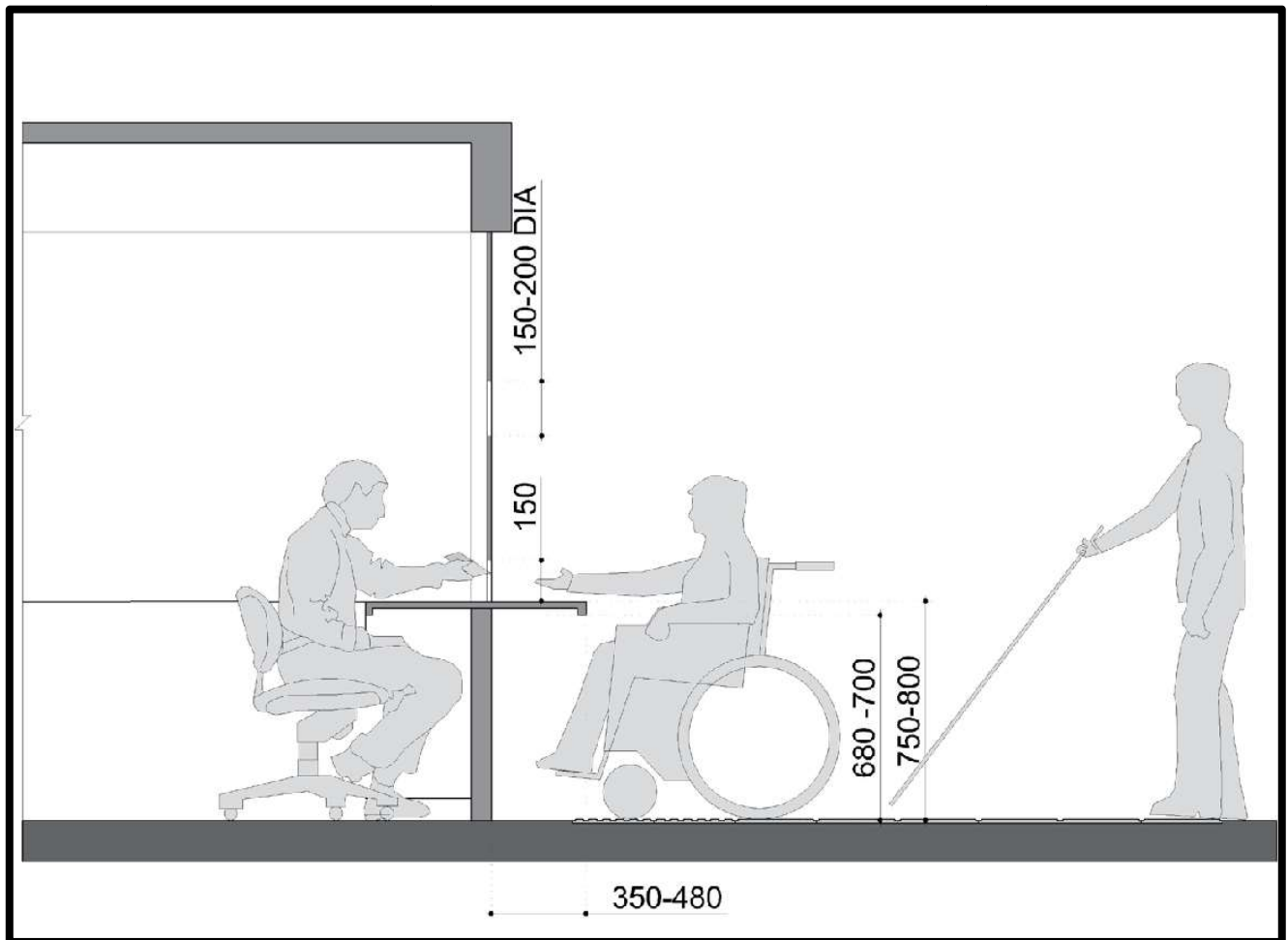


Fig. Signage design for accessible parking

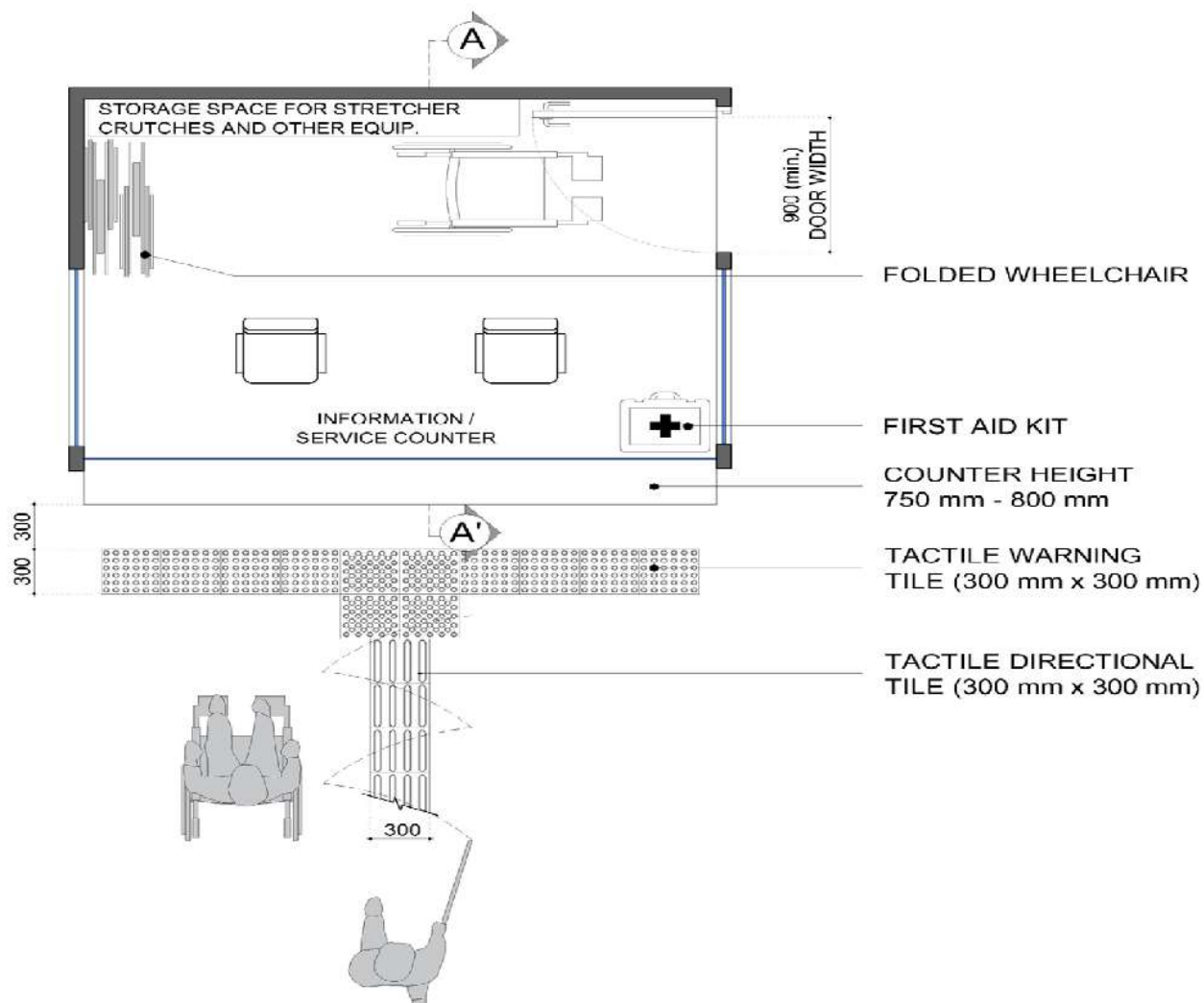
V. TICKET COUNTER

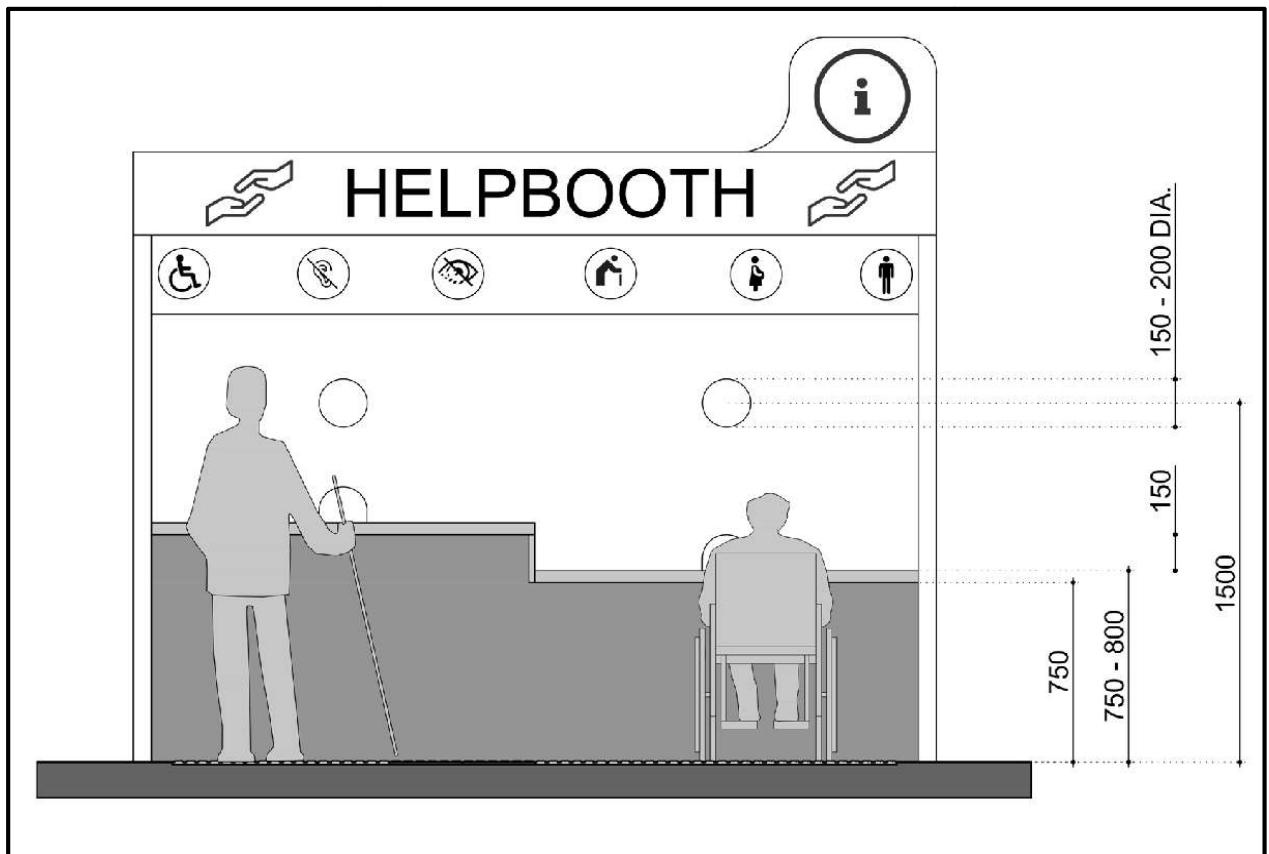
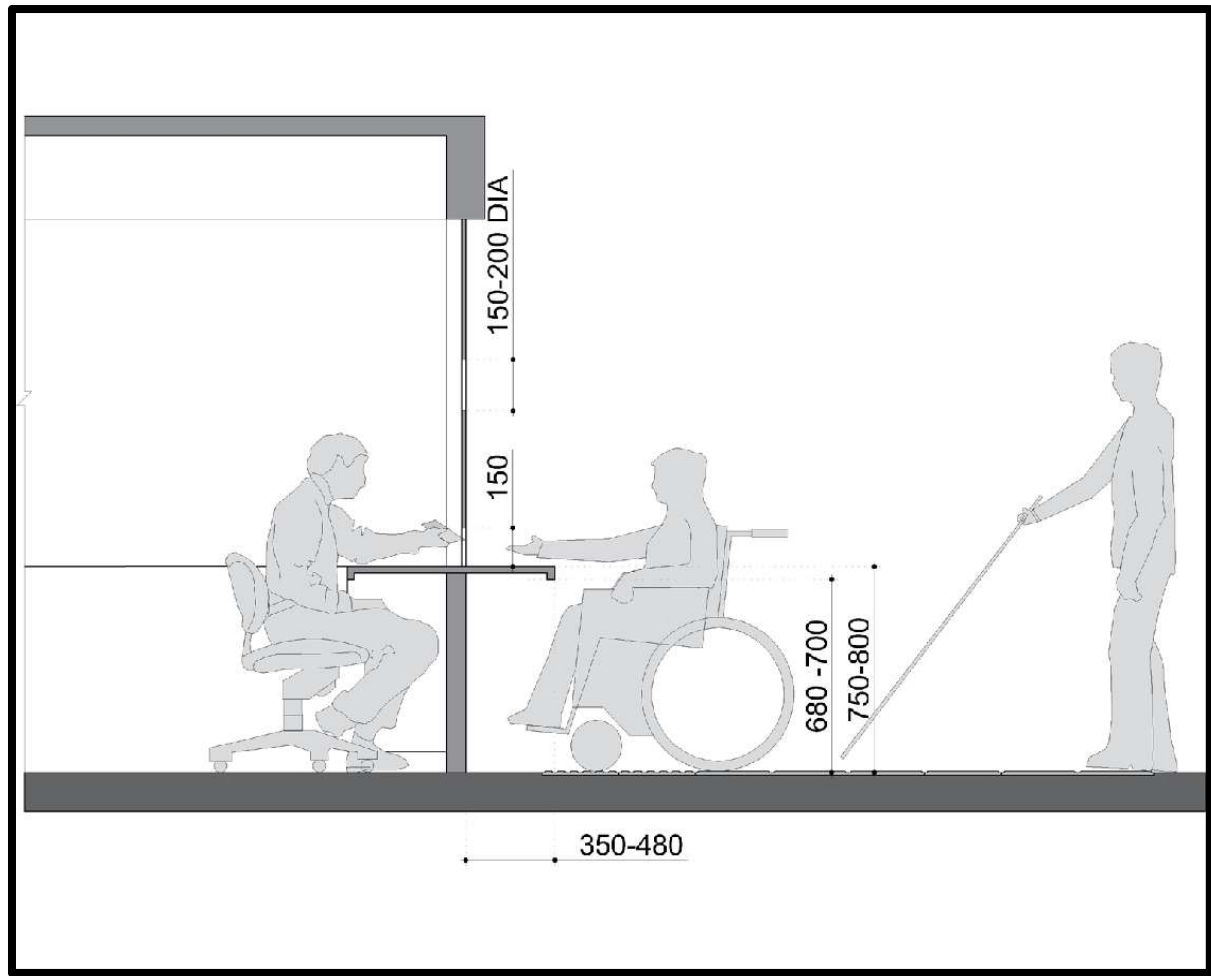




Side View of the Counter

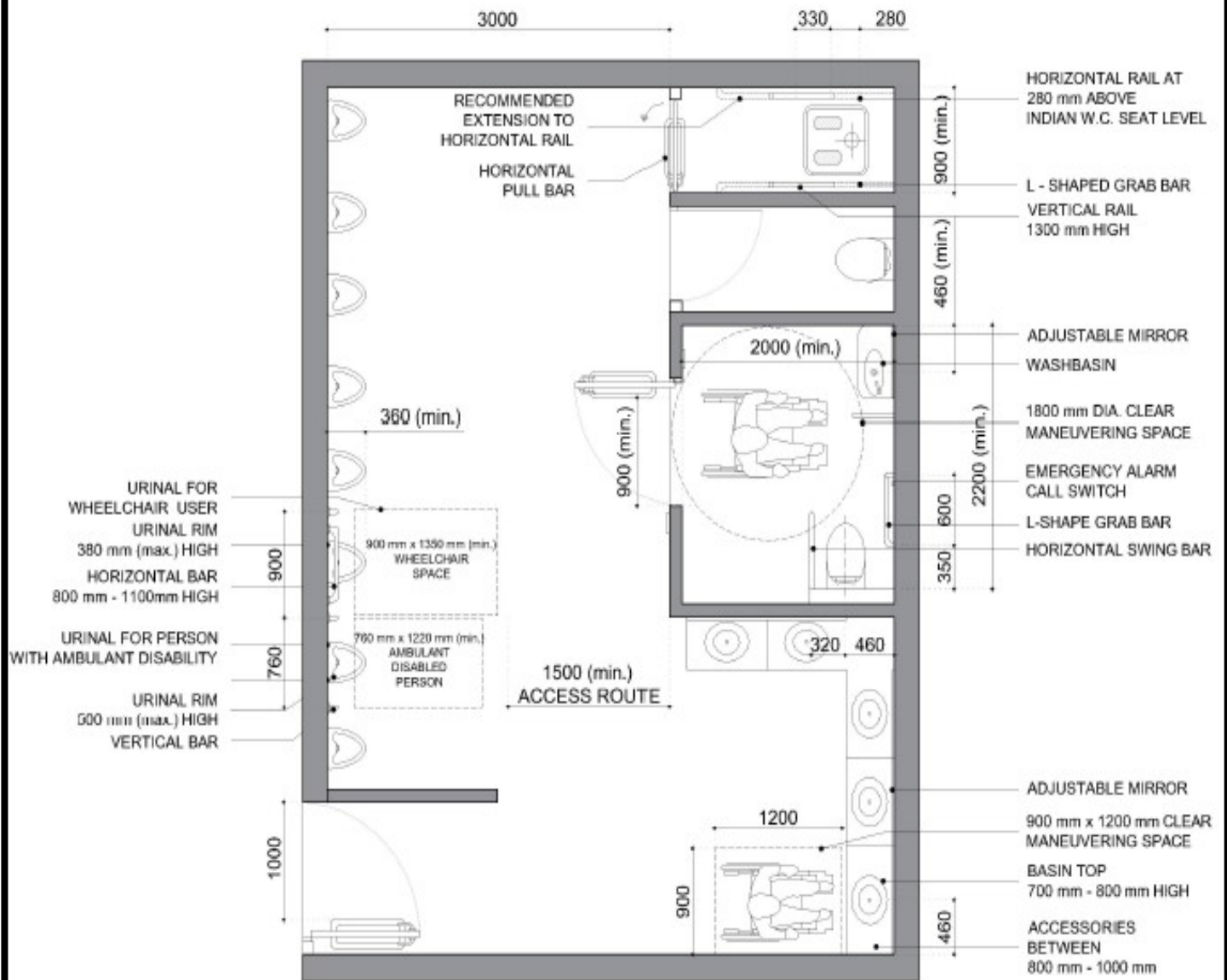
VI. HELP BOOTH

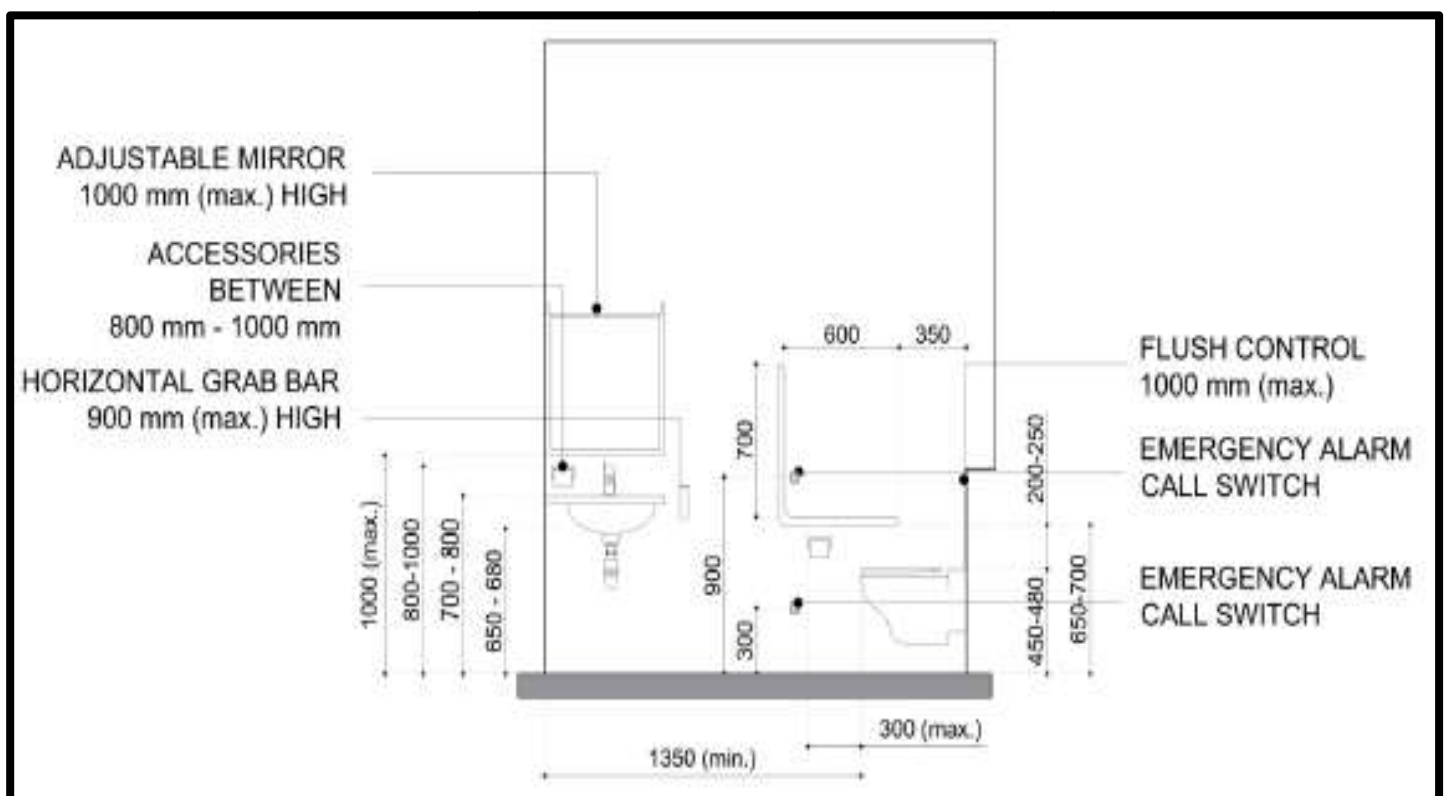
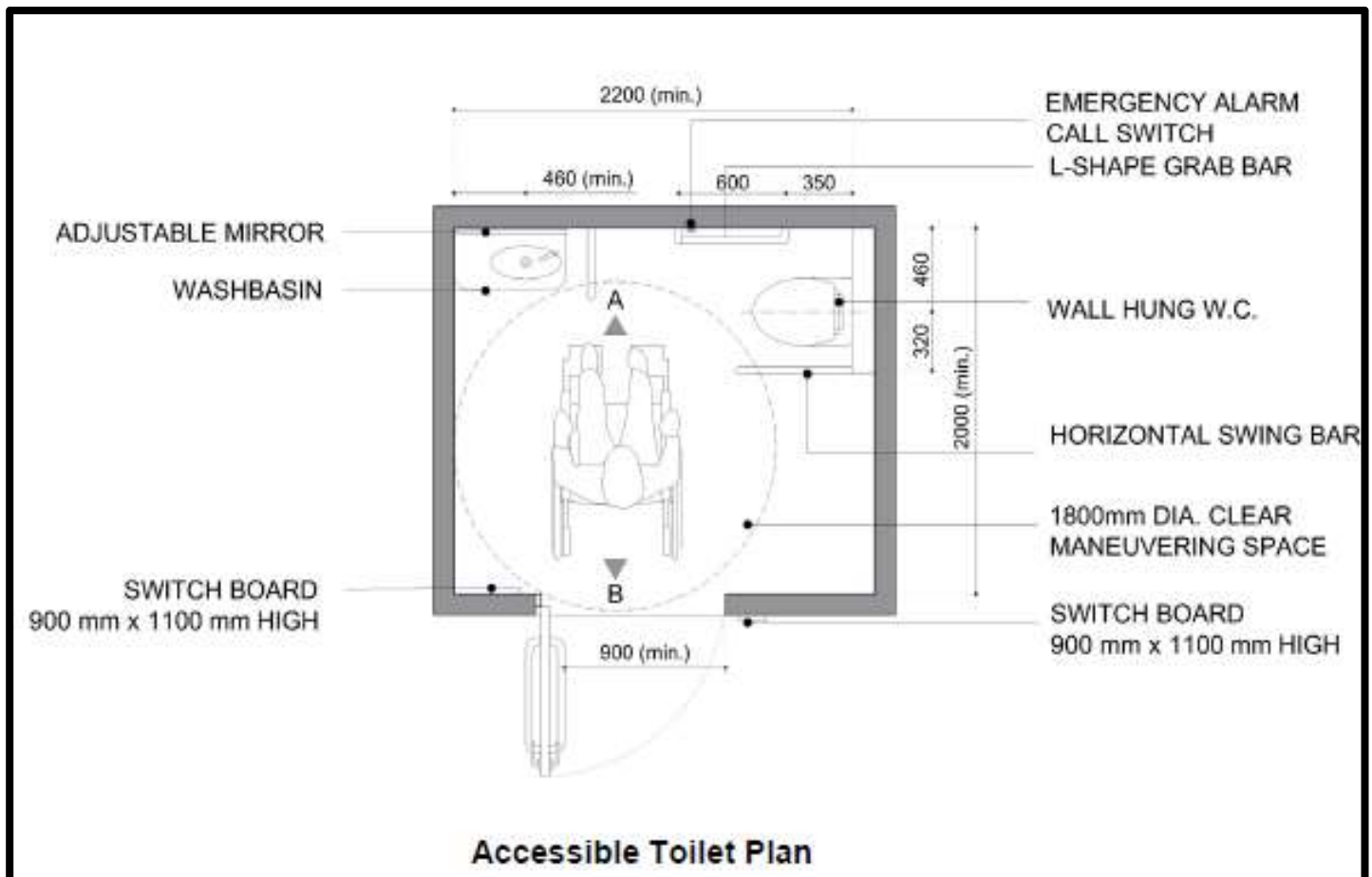


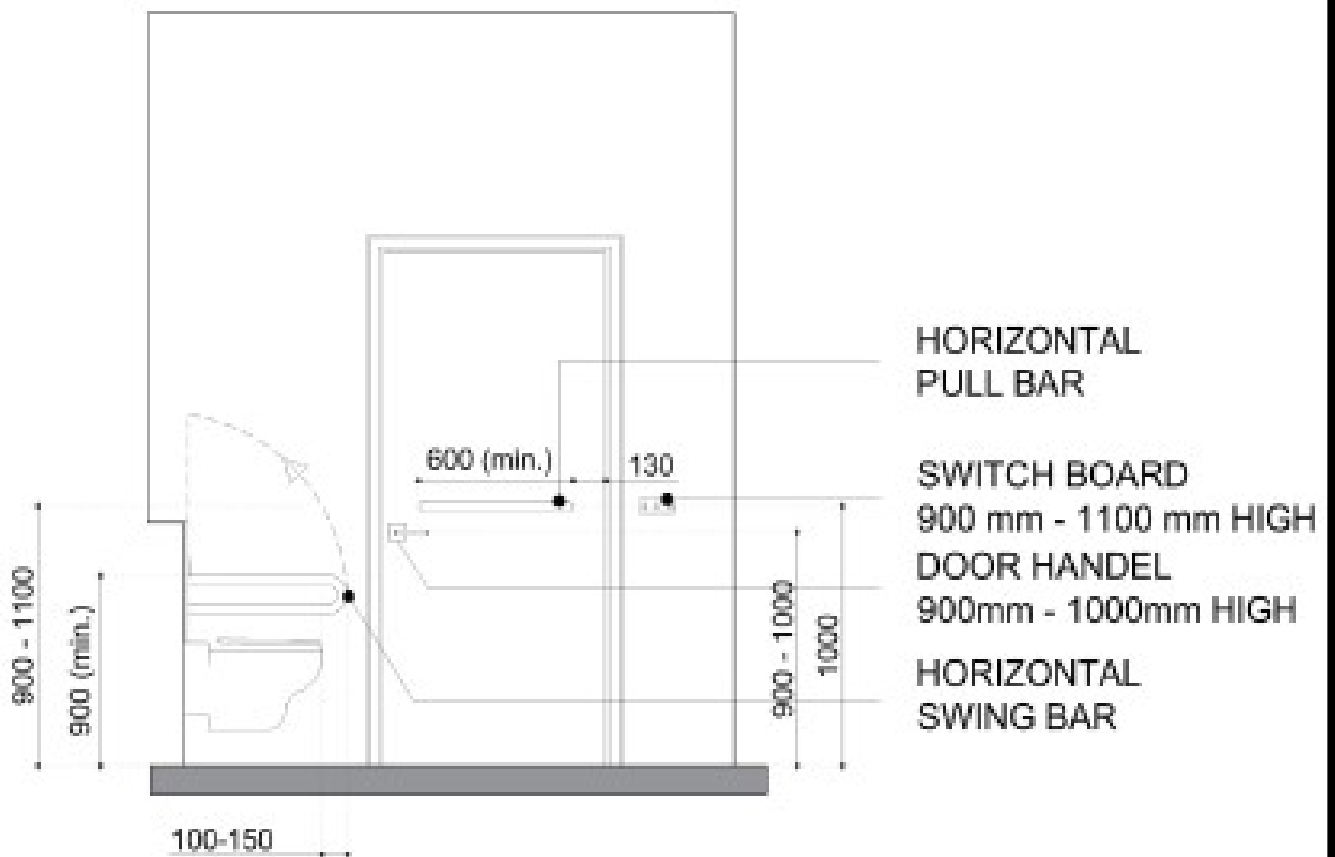


VII. TOILET

Accessible Public Toilets for Railway Stations

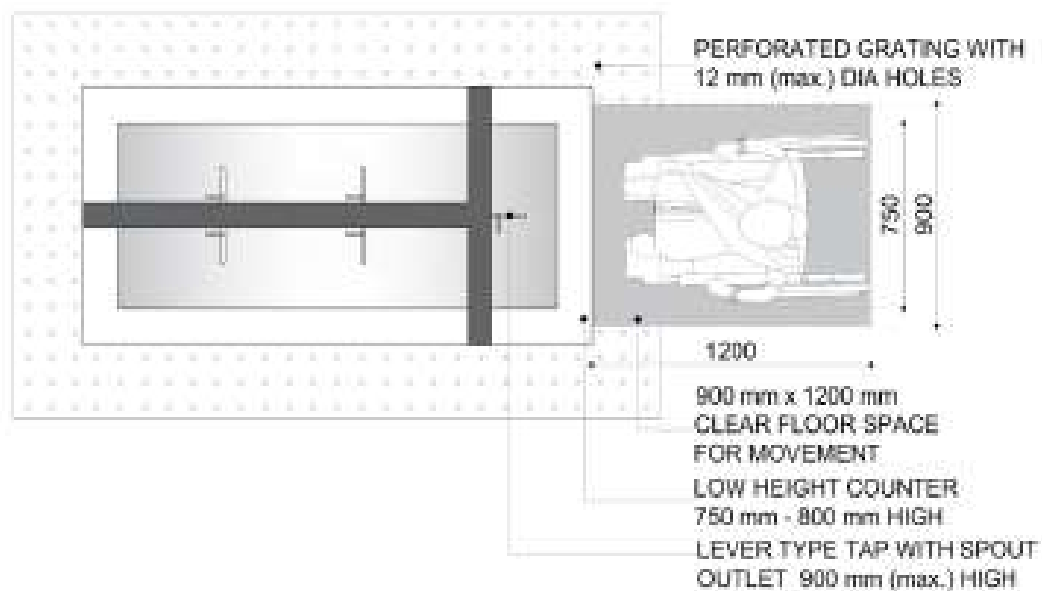
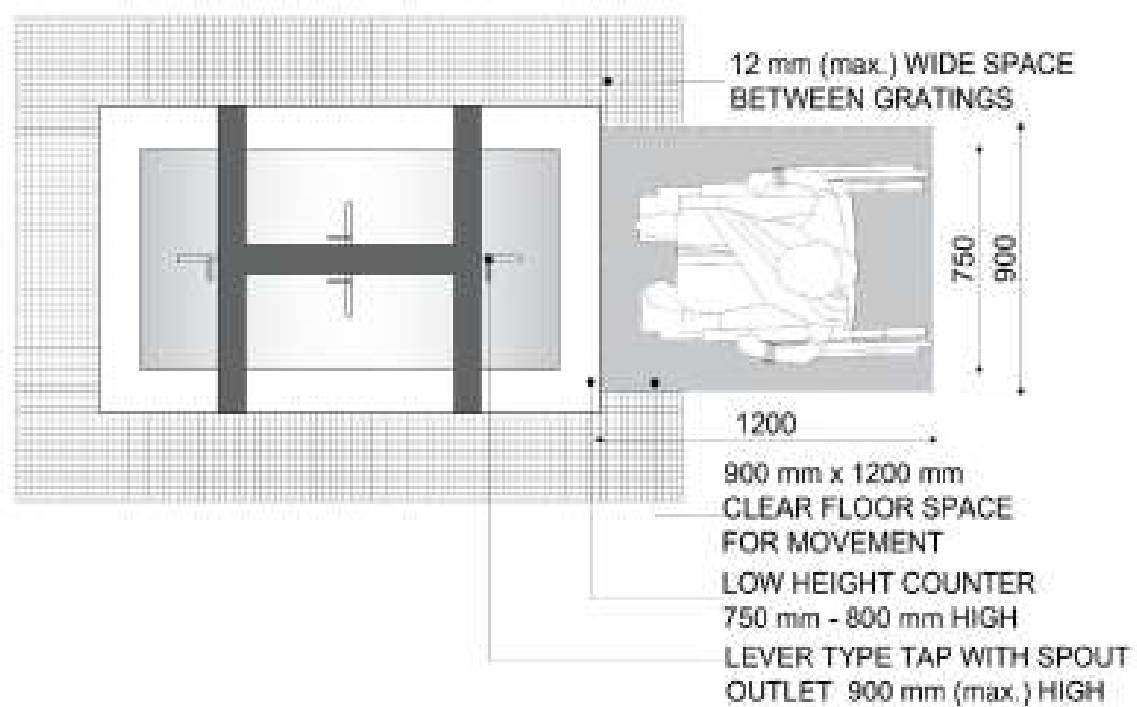




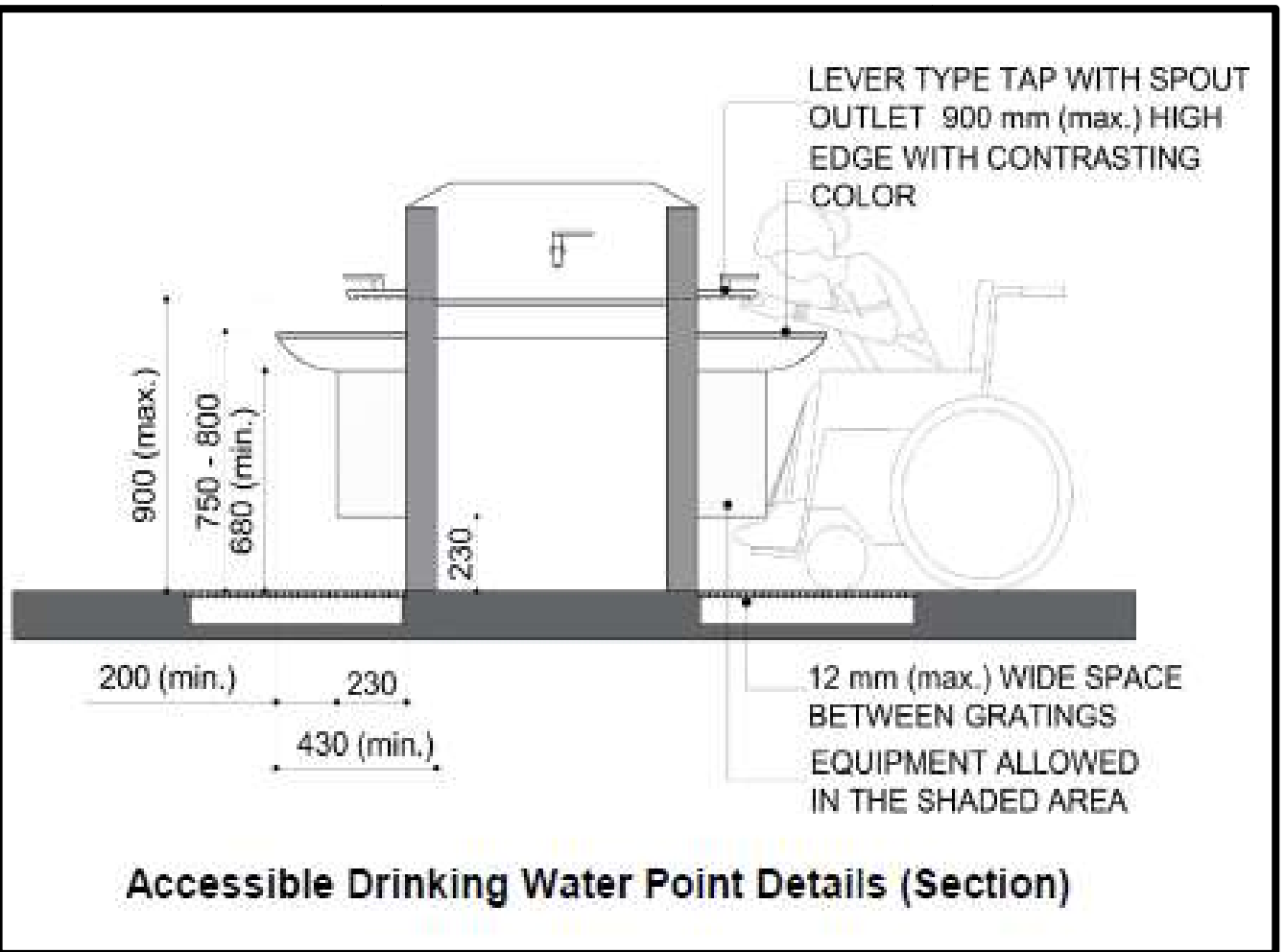


WALL ELEVATION - B

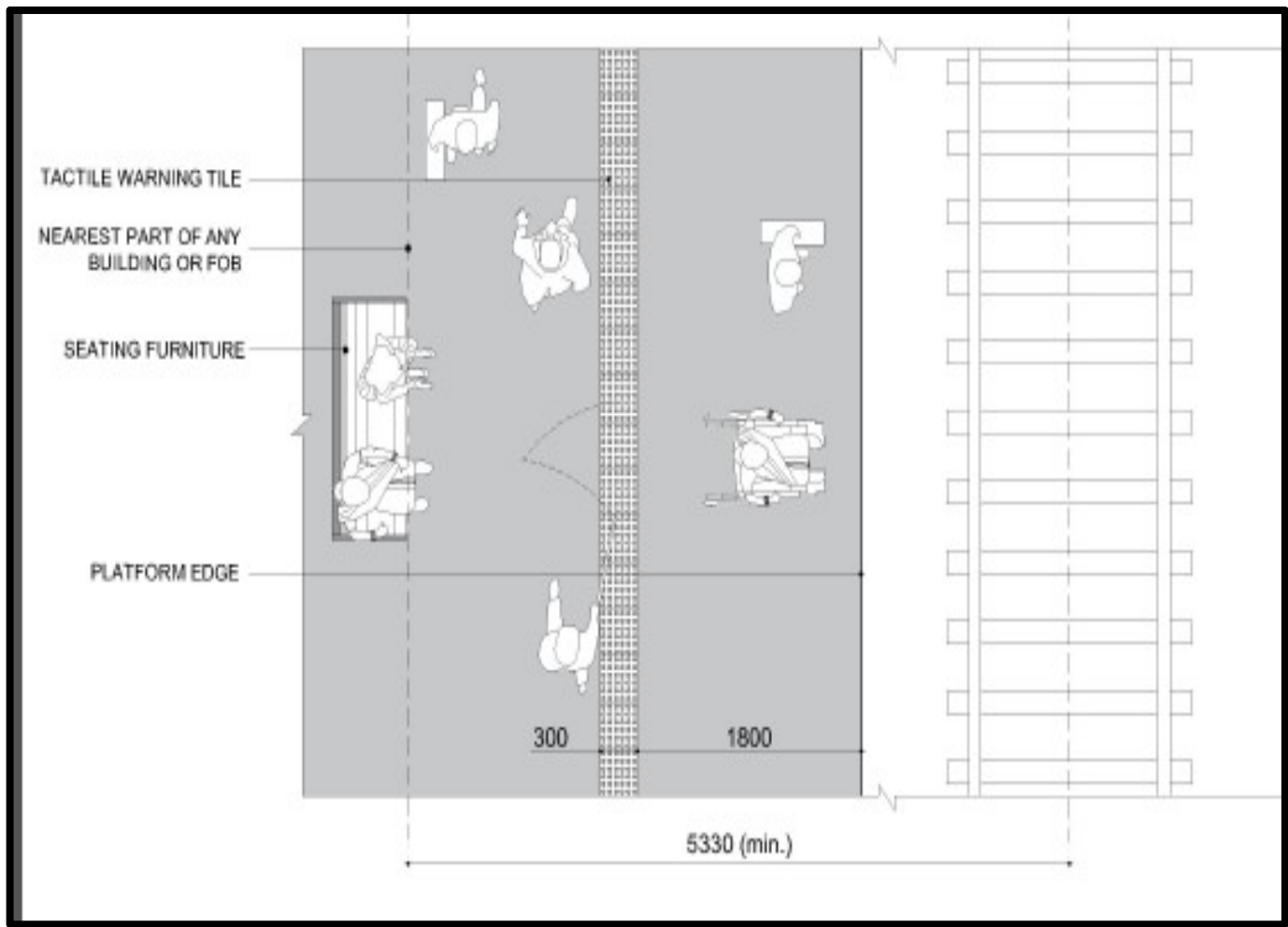
VIII. DRINKING WATER BOOTH

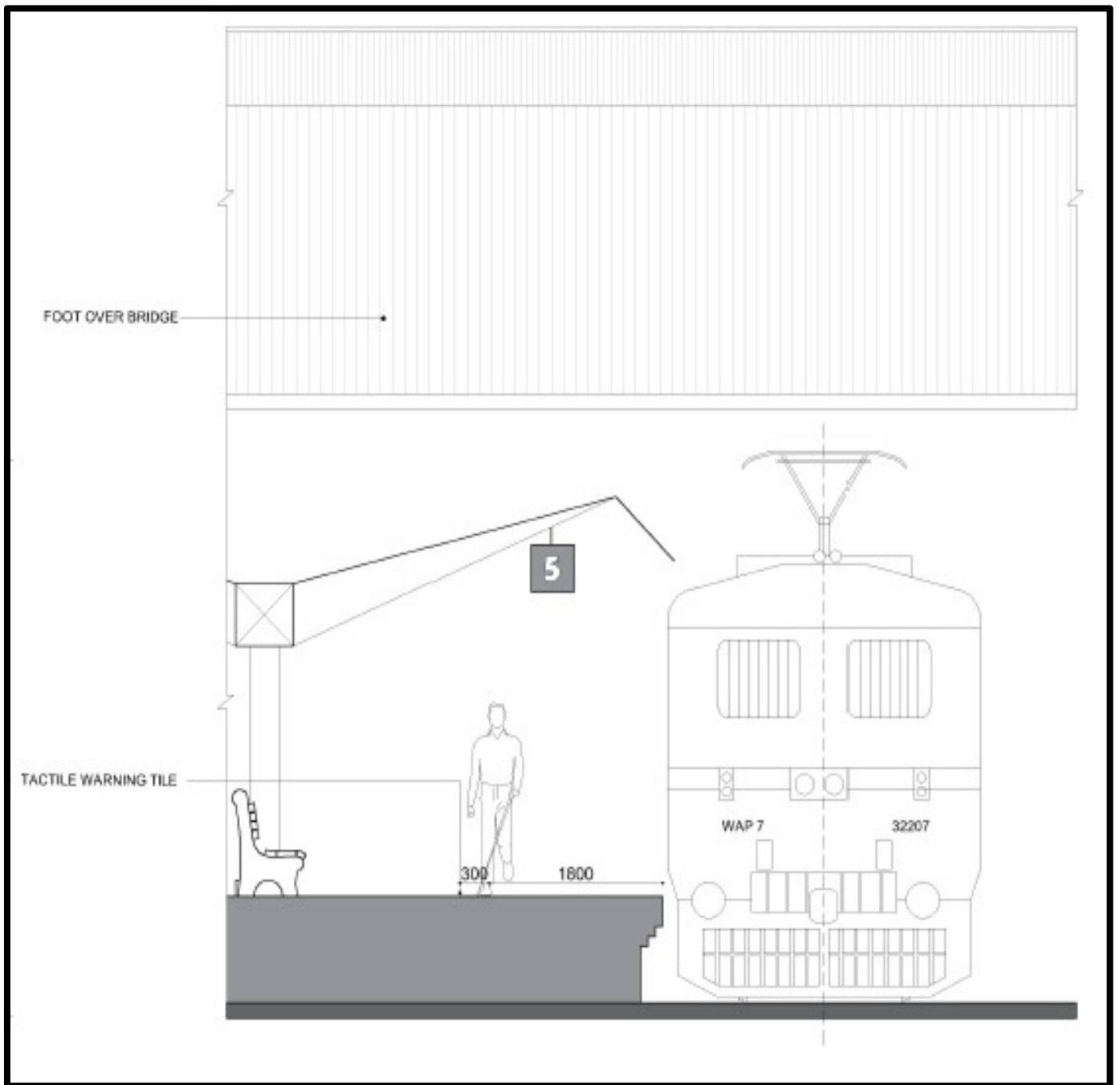


Accessible Drinking Water Point (Plan)

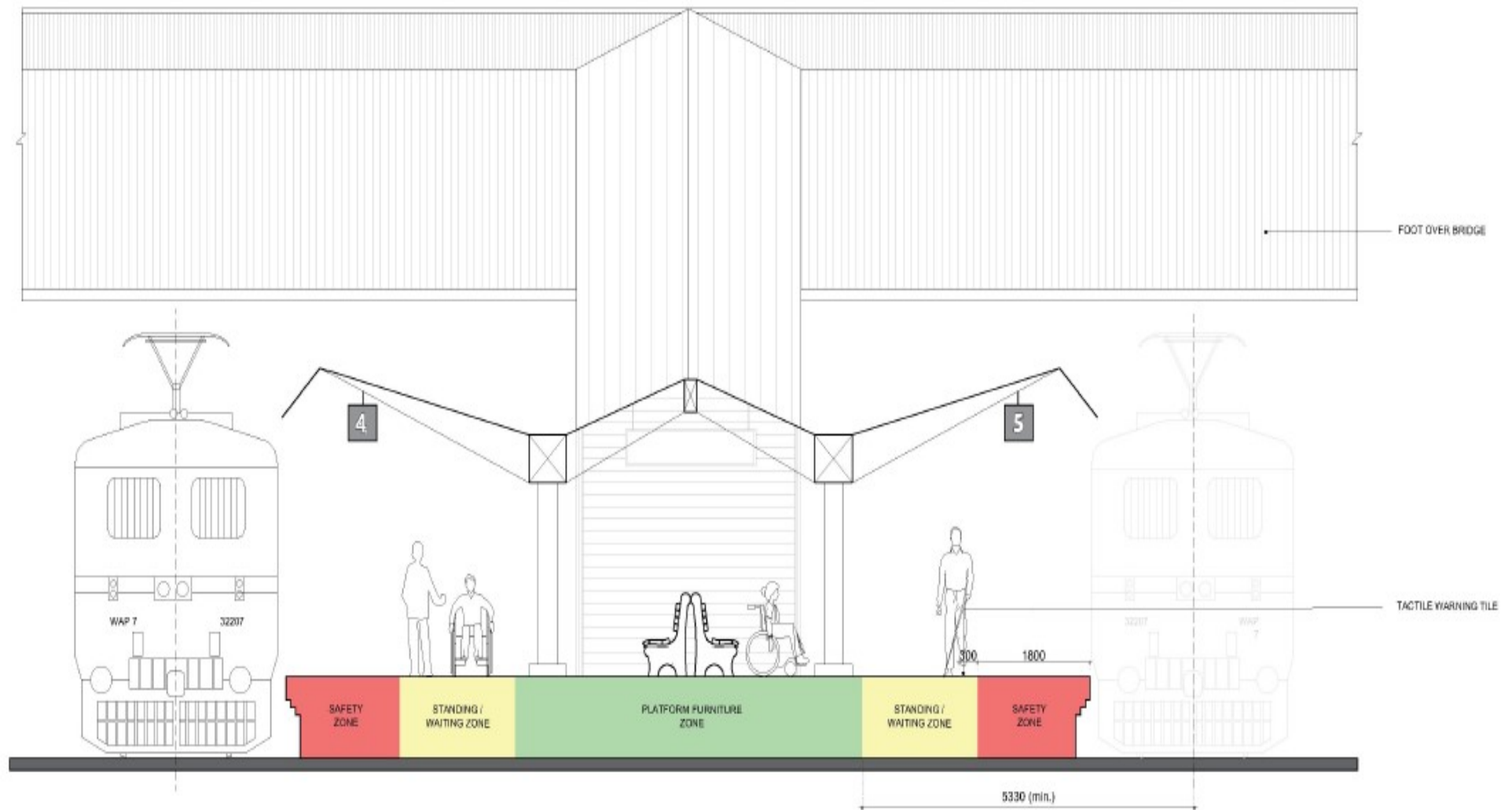


IX. PLATFORM ZONING & DESIGN

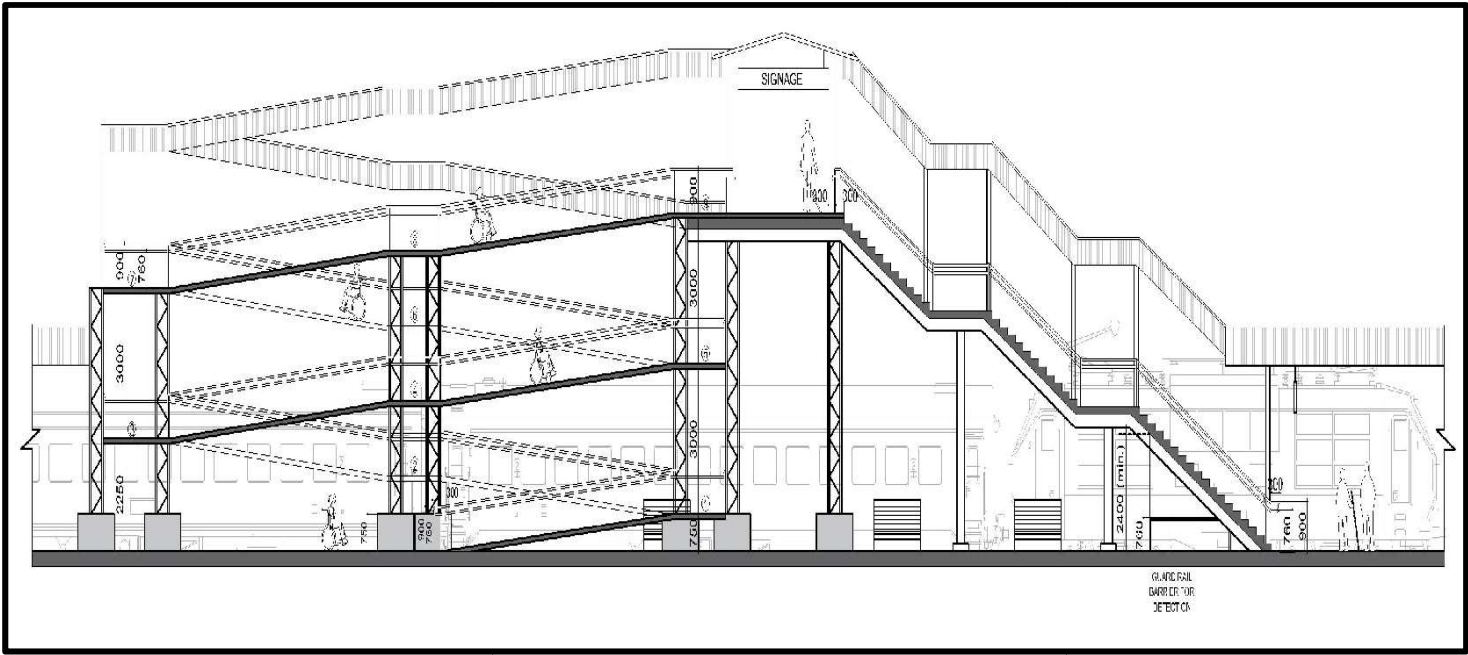




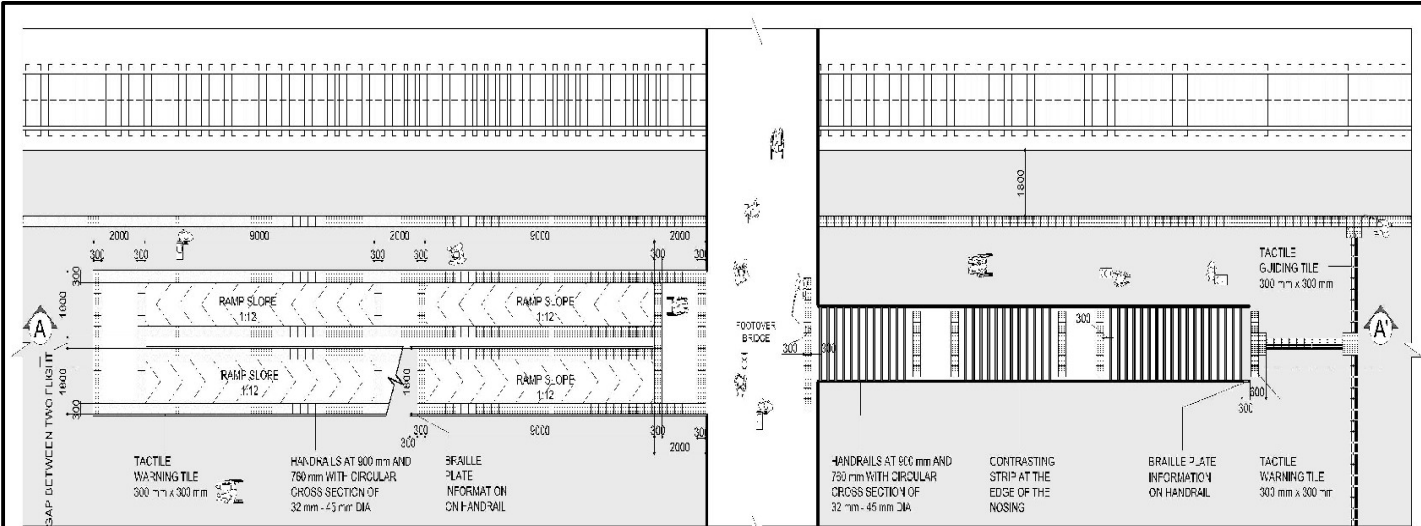
Platform Section (Zone division)



X. FOOT OVER BRIDGE



Elevation View



Plan View

Part C

Implementation Strategy

Implementation Strategy & Timeline

I. INFORMATION SYSTEM ACCESSIBILITY

S.No.	Item	Strategy		
		(0 – 3 Year) Short Term Target	(3 – 6 Year) Medium Term Target	(> 6 Year) Long Term Target
1	Web Page / Websites of Railway/ IRCTC	NSG-1 TO 4 & SG-1&2	NSG-5 & 6 & SG- 3	-
2	Mobile App	✓	-	-
3	Public Announcement System	NSG-1 to 4	-	-
4	Signage	NSG-1 to 4 & SG-1	-	-
5	Information in Coach	✓	-	-

II. STATION ACCESSIBILITY

S. No.	Item	Strategy		
		(0 – 3 Year) Short Term Target	(3 – 6 Year) Medium Term Target	(> 6 Year) Long Term Target
1	Standard Ramps	All	-	-
2	Parking (min 2 accessible parking lots)	NSG-1 to 5 [#]	NSG-6 [#]	-
3	Ticket Booths	NSG-1 to 3 & SG-1	-	-
4	Help Booth	NSG-1 to 5 and SG-1 & 2	NSG-6 and SG-3	-

- parking lots will be provided wherever feasible

III. PLATFORM ACCESSIBILITY

S. No.	Item	Strategy		
		(0 – 3 Year) Short Term Target	(3 – 6 Year) Medium Term Target	(> 6 Year) Long Term Target
1	Toilet (minimum 1)	NSG-1 to 6 SG-1 to 3	-	-
2	Drinking Water Booth	NSG-1 to 4 SG-1 & 2	-	-
3	Foot Over Bridge/ Subway	NSG-1 to 4	NSG-5	All balance stations
4	Elevators	NSG 1 & 2*	NSG 3*	
5	Lighting	NSG 1 & 2	NSG 3&4 & SG1 to 2	

* for technically feasible locations

IV. TRAIN COACH ACCESSIBILITY

S. No.	Item	Strategy		
		(0 – 3 Year) Short Term Target	(3 – 6 Year) Medium Term Target	(> 6 Year) Long Term Target
1	Coach Exteriors	✓	✓	
2	Coach Interiors and Seating	✓	✓	
3	Coach Amenities	✓	✓	

IMPLEMENTATION DEPARTMENTS

[A] Common Facilities -

S.No.	Facilities	Action By
1.	Each entry / exit gate at station to be numbered and marked prominently, where more than one gate on each side.	Commercial / Engineering
2.	Luggage may be allowed in Battery operated cars for PwDs.	Commercial
3.	Priority seating arrangement may be made for PwDs at stations/waiting area.	Commercial / Engineering
4.	Low height ticket counters may be provided for PwDs, wherever feasible.	Commercial/ Engineering
5.	Coach display system shall also display position of divyang coaches.	Telecom
6.	The integrated railway help line (139) and Rail Madad may be used for requirements of Divyangjan also.	Telecom/ Commercial
7.	Automatic Public Announcement for Divyangjan facilities & Divyang coach position.	Traffic Commercial
8.	Ramp & Subway or FOB with ramp / Lift are to be provided progressively. Priority will be accorded to the higher category station over lower category station.	Engineering / Electrical.

[B] Information Systems Accessibility

S.No.	Facilities	Action By
1	i. A Web-page for Divyangjan incorporating information related to various accessibility features is to be provided. This web-page to be linked with the main website of Indian Railways.	C&IS / CRIS (Zonal railway to provide station wise data)
2.	Public Announcement i. Facilities for Divyangjan, at stations. ii. Announcement regarding Divyangjan friendly coach position.	Traffic Commercial

3	Signages <ul style="list-style-type: none"> i. Directional & Informational signages for PwDs. ii. Braille signage to be provided at the station. iii. Braille signage to be provided within the coaches for Seat No. / berth number. iv. Braille Coach numbering near Coach Entrance door. v. Signage/ Symbol for Divyangjan on Divyang Coaches 	Commercial/ Electrical Commercial / Engineering Mechanical Coaching Mechanical Coaching Mechanical Coaching
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[C] Station & Platform Accessibility

S.No.	Facilities	Action By
1.	Car Parking 2 car parking slot with signages	Commercial
2.	Ramps at entrance of station building.	Engineering
3.	Dedicated Help Desk (Wheel chairs, Divyang Sahayak & Battery operated vehicle if available)	Commercial
4.	Divyangjan friendly Toilet (At least one)	Engineering
5.	Drinking Water points	Engineering
6.	Standard Tactile guide/pathway at platforms.	Engineering

[D] Train Coach Accessibility

S.No.	Facilities	Action By
1	<p>Coach Amenities</p> <ul style="list-style-type: none">i. Accessible toilets with wider door.ii. Stoppers for Wheelchairs to be affixed.iii. Step ladder may be modified for easy access to upper berth. A vertical handle may be fixed adjacent to the ladder.iv. Accessibility guide way for emergency evacuation from the train coaches.v. The emergency window in AC coaches for evacuation / rescue to be well identified with a signage, including in braille.	Mechanical / Coaching.