

Please issue

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

RB/L&A/001/2016

No.2014/LM(PA)/03/11/PwDs/Pt.

Dated: 14 -Mar-2016

The General Manager(s),  
All Indian Railways.

**Sub: Provision of amenities at stations for persons with disabilities.**

**Ref: Railway Board's letter No.2012/LM(PA)/3/5 dated 11.09.2012.**

Comprehensive instructions on provision of passenger amenities have been issued vide Board's above referred letter. As per Para 9.1 & 9.2 of the letter, short term facilities are to be provided at stations of all categories i.e. A1 to F.

The matter has been considered in Board to review the facilities provided for persons with disabilities at D, E & F category stations and it has been decided that in partial modification to Para 9.1 & 9.2 of Board's letter No.2012/LM(PA)/3/5 dated 11.09.2012 the provision of amenities for persons with disabilities at railway stations shall now be made as per the following details:-

S. No.	Short Term Facilities	Category of Station						
		A1	A	B	C	D	E	F
1	Provision of standard ramp for barrier free entry.	Y	Y	Y	Y	Y	Y	Y
2	At least two parking lots.	Y	Y	Y	Y	Y**	N	N
3	A non-slippery walkway from parking lot to building	Y	Y	Y	Y	Y**	N	N
4	Signages of appropriate visibility	Y	Y	Y	Y	Y	N	N
5	At least one drinking water tap suitable for use by a disabled person.\$	Y	Y	Y	Y	Y	Y£	N
6	At least one toilet on the ground floor.	Y	Y	Y	Y	Y	Y£	N
7	'May I help you' booth.	'Y	Y	Y*	Y	N	N	N

'Y' stands for 'Yes' & 'N' stands for 'No'.

\* 'May I help you' booth or appropriate signages for guiding disabled passengers to Station Superintendent/Station Manager for 'Help'.

\*\* One parking lot along with a non-slippery walkway from parking lot to building to be provided at stations, where adequate circulating area is available.

£ Where piped water supply is available.

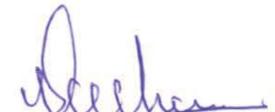
\$ On alternate water booth at every platform.

87  
15/3/16

**NB:** 'F' Category stations being halt stations having bare minimum facilities such as Rail Level Platforms(s) & booking office only, no facilities for disabled may be provided except for ramp at entry to station building.

This issues in consultation with Traffic Commercial Dte. and with the concurrence of Finance Directorate of Ministry of Railways.

Please acknowledge the receipt.



(A.K. Sachan)

Executive Director (Land & Amenities)-II  
Railway Board

No.2014/LM(PA)/03/11/PwDs/Pt.

Dated: 14-Mar-2016

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For Financial Commissioner / Railways

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(iii) MD/IRCON, MD/RVNL, MD/RITES.

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