

**GOVERNMENT OF INDIA  
RAILWAYS  
LOK SABHA**

UNSTARRED QUESTION NO:2865  
ANSWERED ON:14.03.2013  
FACILITIES FOR DISABLED  
Jeyadural Shri S. R.

**Will the Minister of RAILWAYS be pleased to state:**

- (a) whether the Railways have received any proposals/requests/ representations for enhancing of facilities for disabled and senior citizens at various railway stations;
- (b) if so, the details thereof; zone-wise;
- (c) whether the platforms at various railway stations are either too high or too low for physically challenged persons and senior citizens;
- (d) if so, the steps taken to make these platforms disabled and senior citizens friendly;and
- (e) the steps taken by the Railways to provide specially designed lavatories and make all the railway stations disabled friendly?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) & (b): A number of proposals/requests/representations from individuals, NGOs etc. for enhancing of facilities for disabled and senior citizens at various railway stations are received by Railways from apex level to field units. While some of the representations are station specific, others are related to the policy. Zone-wise data of the same is not maintained. However, appropriate action is taken on the proposals/ requests/representations received.

(c) & (d) Stations are categorized as per annual passenger earnings on Indian Railways and high level, medium level and rail level platforms are provided as per norms depending upon category of station. Inter platform transfer facility for physically challenged persons and senior citizens is provided at stations through end ramp on platforms with a proper walkway across tracks. Further, provision of lifts & escalators have been made at 'A1' category & other important stations.

(e) Short term facilities like standard ramp for barrier free entry, earmarking at least two parking lots, signages of appropriate visibility, at least one drinking water tap suitable for use by differently abled persons, at least one toilet on the ground floor and 'May I help you' Booth, have been planned at all 'A1', 'A' and 'B' category stations (581 stations). These facilities have already been provided at 562 'A1', 'A' and 'B' category stations. Instructions also exist for provision of wheel chair at stations, which is provided free of cost, duly escorted by coolies (on payment) as per present practice. 'Battery operated vehicles for disabled and old age passengers' have also been provided at some of the major railway stations. These facilities are planned at other stations progressively. In addition, escalators & lifts have been provided at 44 stations. Further, provisions of lifts and escalators have been made at 'A1' category and other important stations.

Long term facilities viz. Provision of facility for inter-platform transfer and Engraving on edges of platform, are planned after provision of short term facilities.