

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:896

ANSWERED ON:08.08.2013

FACILITIES FOR DIFFERENTLY ABLED AND SENIOR CITIZENS

Roy Shri Nripendra Nath; Tirkey Shri Manohar

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of steps taken by the Railways to facilitate the movement of differently abled and senior citizens in and outside the railway station;
- (b) whether the Railways have ever reviewed these facilities;
- (c) if so, the details thereof and the corrective measures being taken in this regard;
- (d) whether the Railways have formulated or is formulating any action Plan to deal with the heavy rush and crowd at all the railway stations in Delhi; and
- (e) if so, the details thereof?

Answer

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

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.896 BY SHRI NRIPENDRA NATH ROY AND SHRI MANOHAR TIRKEY TO BE ANSWERED IN LOK SABHA ON 08.08.2013 REGARDING FACILITIES FOR DIFFERENTLY ABLED AND SENIOR CITIZENS

(a) to (c) : In order to provide better accessibility to senior citizen and physically challenged passengers at Railway Stations, following short term facilities have been provided at all A-1 & A category stations.

- (i) Provisions of standard ramp with railing for barrier free entry.
- (ii) Earmarking at least one parking lot for two vehicles used by disabled persons.
- (iii) Provisions of a non-slippery walkway from parking lot to building.
- (iv) Provisions of signages of appropriate visibility.
- (v) Provisions of atleast one drinking water tap suitable for disabled person.
- (vi) Provisions of atleast one toilet on the ground floor.
- (vii) 'May I Help You' Booth.

Provision of long term facilities viz. facility for inter platform transfer and engraving on edges of platforms is planned after completing provision of short term facilities at other stations.

Facilities at stations including those for differently abled persons are inspected from time to time and corrective action, as required, is taken.

(d) & (e): In order to keep pace with the increasing demand of passenger traffic in Delhi area especially during peak rush period, a large number of steps have been taken to handle the heavy rush of passengers. The steps taken are as under:

- i. Entry to ticketed areas of the stations is restricted by temporarily stopping sale of platform tickets especially during peak rush/vacation/ festival seasons. Only genuine journey ticket holders are allowed to enter this area. However persons coming to assist senior citizens who are not in position to fend for themselves at railway stations are issued platform tickets.
- ii. The access control points of Railway Stations are manned effectively to stop the entry of unauthorised passengers in station premises.

- iii. To decongest Delhi, New Delhi and Hazrat Nizamuddin, the three major coaching terminals in Delhi area which cater to heavy rush in peak seasons, Anand Vihar Terminus has also been developed as an additional Coaching Terminal to deal with Eastern side traffic.
- iv. Close Circuit Television Cameras have been installed at strategic locations in passenger inter-face area for monitoring the crowd movement at stations.
- v. Government Railway Police/Railway Protection Force regulate the crowd by deploying additional manpower whenever necessary.
- vi. Cross movement of parcel trolleys from one end to another end of platforms is prohibited and quick removal of parcels is ensured at platforms.
- vii. Special trains are run and additional coaches are attached during peak heavy rush, summer and Puja period.