

**Government of India
Ministry of Railways
(Railway Board)**

RB/L&A/003/2013

No.2012/LM(PA)/08/04/Policy/PwDs

New Delhi, dated: 06.06.2013

The General Managers,
All Zonal Railways.

The General Manager (Const.),
Northeast Frontier Railway, Guwahati.

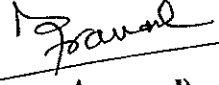
Chief Administrative Officer (Const.),
All Zonal Railways.

Subject:- The persons with disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 – Implementation of the provisions.

Zonal Railways were asked vide Board's letter No.96/LM(B)/2/404 dt.30.12.1998 to take action to implement the provisions of 'The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 based on RDSO's report of November, 1998. In this regard, RDSO has submitted the revised report on 'Passenger Amenities for Passengers/Persons with Disabilities'. After considering the report, Board has approved the revised 'Guidelines on Amenities to be provided at Railway stations and other Public Buildings for the Persons with Disabilities'. These revised Guidelines are enclosed. Railways are advised to take necessary action as per the revised Guidelines.

Please acknowledge receipt.

DA: As above


(Naveen Agrawal)
Director (WCS)
Railway Board

No.2012/LM(PA)/08/04/Policy/PwDs

New Delhi, dated: 06.06.2013

Copy forwarded for information to:

- (i) FA&CAOs, All Indian Railways.
- (ii) The Principal Director of Audit, All Indian Railways.
- (iii) Dy. Comptroller and Auditor General of India (Railways),
Room No. 224, Rail Bhavan, New Delhi.


For Financial Commissioner / Railways

- Copy to: (i) ED/EEM, ED(T&C), ED/Works, ED/WP, EDCE(G), EDCE(P), EDCE(B&S), EDPM, ED/Tele, EDME/Coaching, ED/L&A-I, ED/L&A-II.
- (ii) F(X) I, F(X) II, TG-III, TG-IV, Electrical (G), Telecom, M(C) Branches, Railway Board.
- (iii) MD/IRCON, MD/RVNL, MD/RITES, RLDA, IRSDC, MRVC.

**REVISED GUIDELINES ON 'PASSENGER AMENITIES FOR
PASSENGER/PERSONS WITH DISABILITIES'**

1. Drop off zone:

- i. An area is to be demarcated as drop off zone for vehicles carrying passengers with disabilities and signages be provided near ramp.
- ii. It should have the proper signage painted on the ground and also on a signpost / board put near it.

2. Parking:

For parking of vehicles of handicapped people / people using wheel chair, following provision shall be made:

- i) Surface parking for two car spaces shall be provided near entrance for the handicapped persons with the maximum travel distance of 30m from building entrance.
- ii) The width of parking bay shall be minimum 3600mm.
- iii) The information indicating that the space is reserved for handicapped people / wheel chair users shall be conspicuously displayed.
- iv) Guiding floor materials shall be provided.

3. Signages / Indicator:

Appropriate identification of specific facilities within Railway Station premises / other public utility buildings for the handicapped persons should be done with proper signage. Audiovisual signals for visually impaired and those with hearing disabilities should be provided.

The symbols / informations should be in contrasting colour and properly illuminated because people with limited vision may not be able to differentiate amongst primary colours.

Signs should be designed and located, so that, they are easily legible by using suitable letter size (not less than 20mm high). For visually impaired persons information board in braille should be installed on the wall at a suitable height and it should be possible to approach them closely. To ensure safe walking there should not be any protruding sign which creates obstruction in walking. Public Address System may also be provided in busy public areas.

4. Approach to Buildings:

Every station / public utility buildings shall have at least one entrance accessible to the handicapped persons and shall be indicated by signage. It should be Barrier free from parking place to the platform / reservation hall or entrance of the building.

i) Ramped Approach:

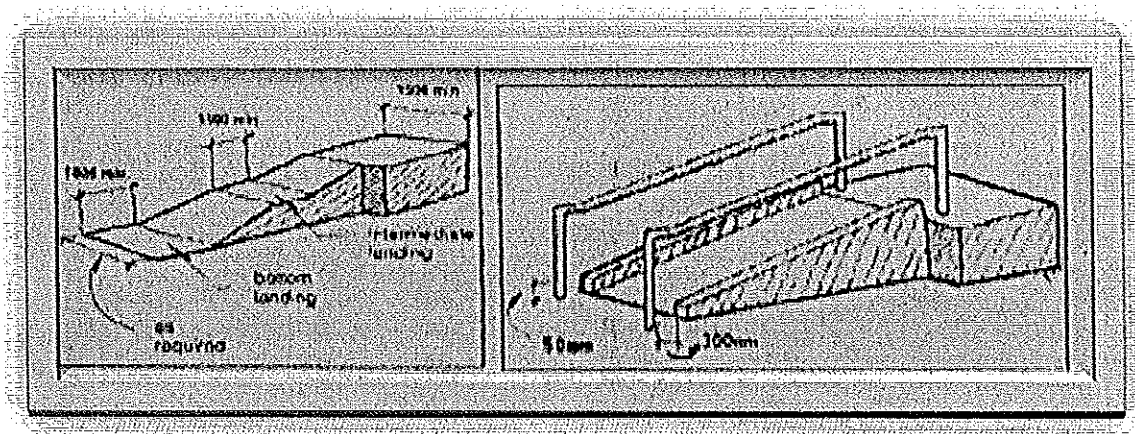
Ramped approach shall be provided to negotiate the plinth height of the station building. Ramp shall be finished with non-slip material. Minimum width of ramp will be 1800mm with minimum gradient at 1:20 and maximum gradient of 1:12 for a short distance up to 900mm. Maximum length of flight will be 9000mm.

ii) Stepped Approach / Stair Case:

For the handicapped who are not using wheel chair stepped approach with tread size of seat less than 300mm and maximum riser of 150mm shall be provided.

5. Ramp for Foot-over Bridges:

Ramps for Foot Over Bridges or sub-ways should be provided to facilitate boarding of trains at other than the main platforms by the persons with disabilities.



5.1. Overhead / Foot over bridges:

Handrails on the foot over bridges start after one step, thereby making it difficult for persons with reduced mobility and PwDs to move up/down the steps. Considering difficulty of PwDs:

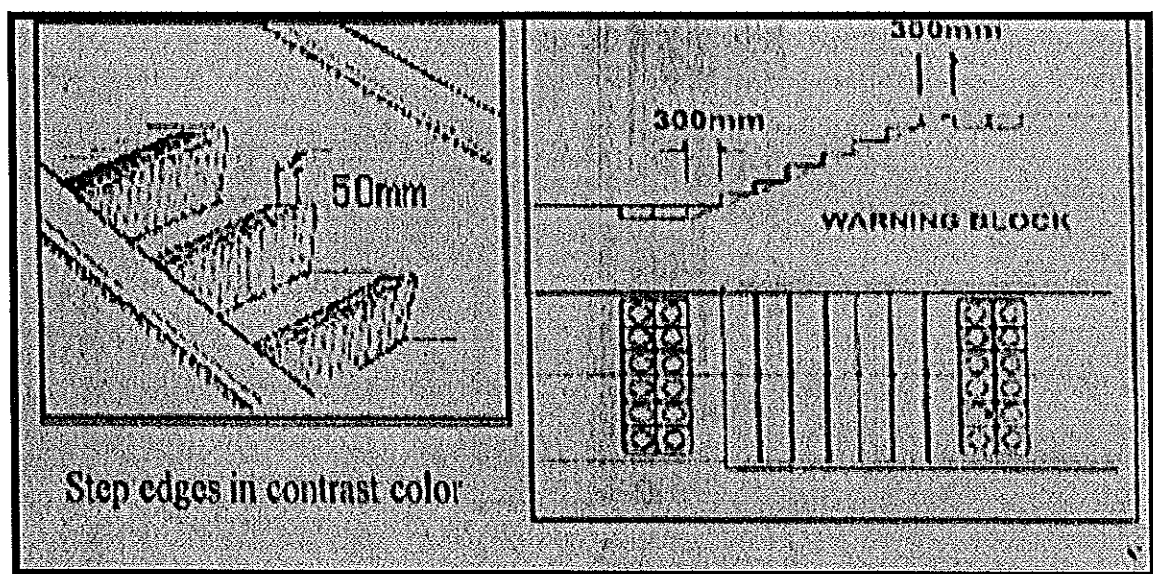
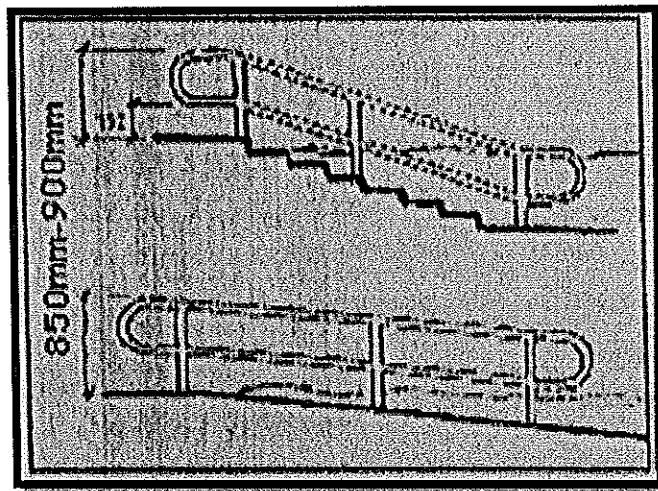
5.2. Handrails should be:

- i. Circular in section with a diameter of 40-45mm;
- ii. At least 45mm clear of the surface to which they are attached;
- iii. At the height of 850mm-900mm from the floor,
- iv. Extend by the least 300mm beyond the head and foot of the flight in the line of travel and grouted in the ground.

6. Steps and stairs:

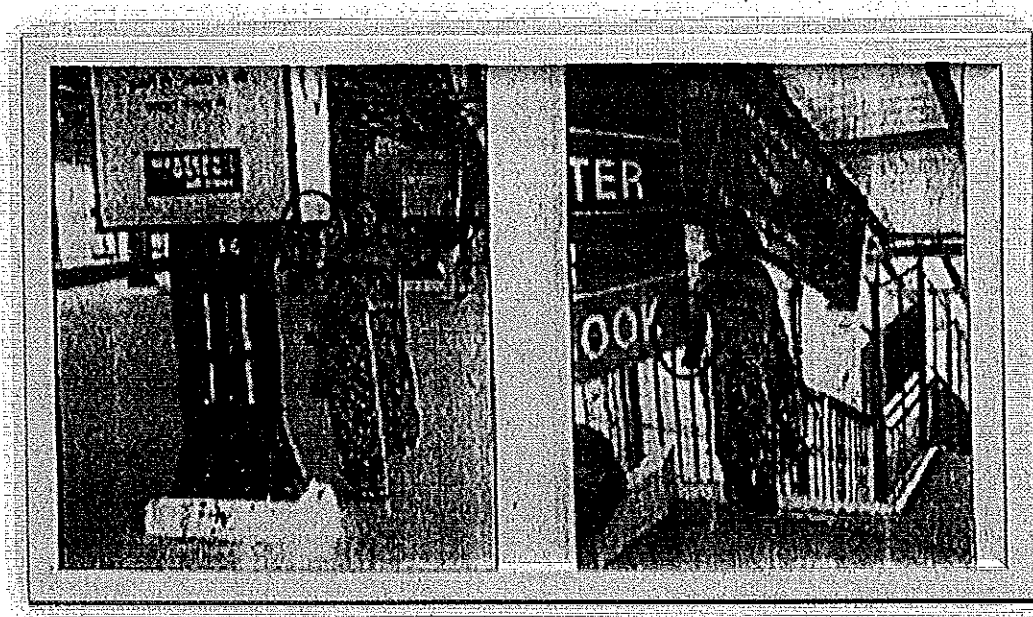
- i. Stair edges should have anti skid and bright contrasting colours strip: 50mm min.

- ii. Warning blocks to be placed 300mm at the beginning and at the end of all stairs.
- iii. Nosing to be avoided.



7. Protruding objects:

- i. There can be hoardings and other signages on the poles etc., obstruct movement of persons with vision impairment and can cause injuries. To avoid this, all protruding objects shall be above 2100mm from the floor level.



8. Ticket Window:

Every station should have at least one ticket window for handicapped persons. The height of the counter from the floor level to the top should be not more than 800mm. Audio-visual signal should be provided at appropriate locations.

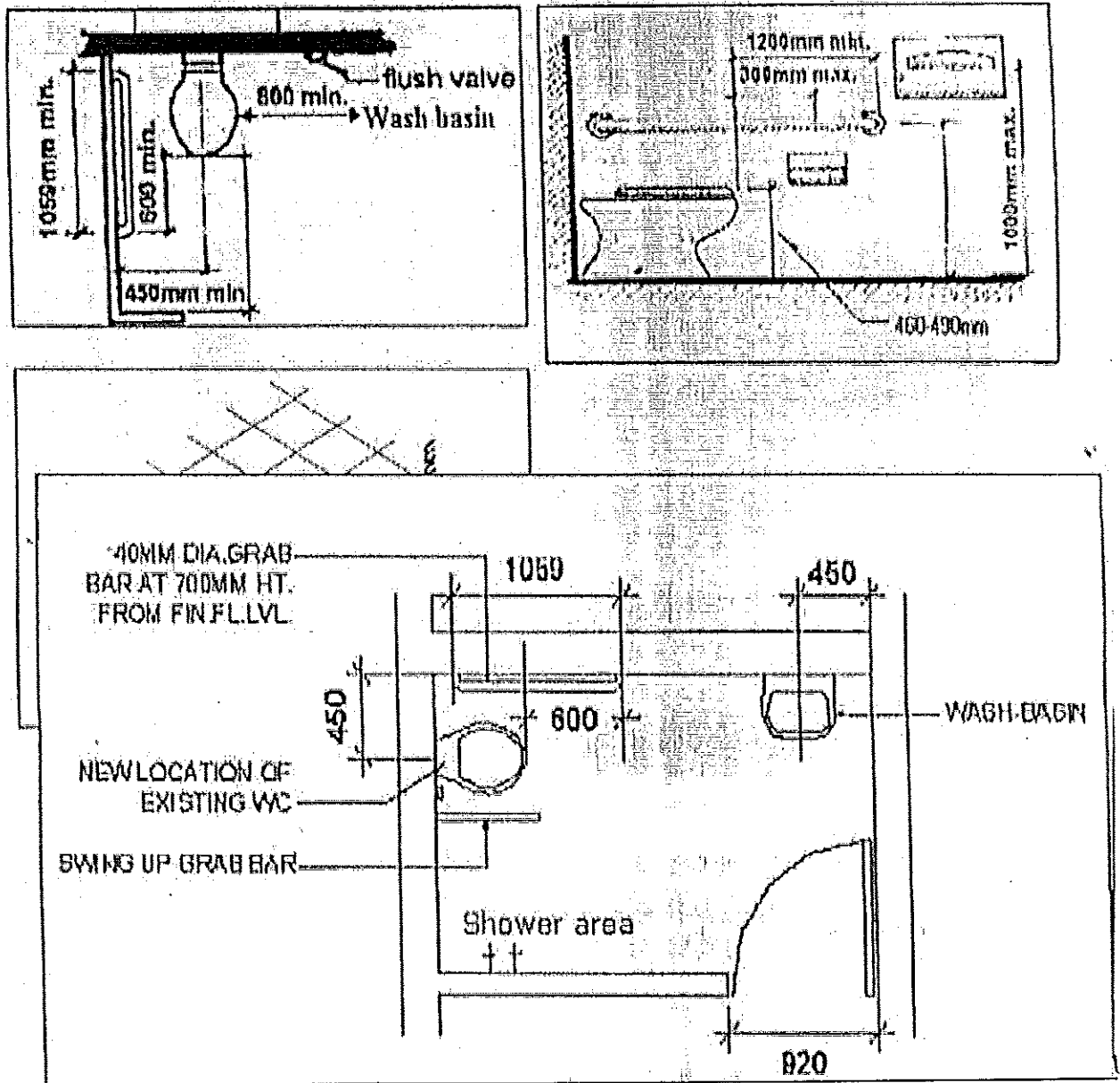
Disability includes blindness, auditory impairment, wheel chair borne passengers, etc. Passengers with blindness, auditory impairment, etc. can be handled at the counters having normal height. For the convenience of the wheel chair borne passengers, the counters handling such passengers could be designed in such a way that an additional opening is provided adjacent to the normal window at a height suitable for the chair borne passenger. The sitting arrangement of the booking clerk manning the counter may also be suitably designed so as to enable him to deal with both the counters/openings comfortably.

9. Toilets:

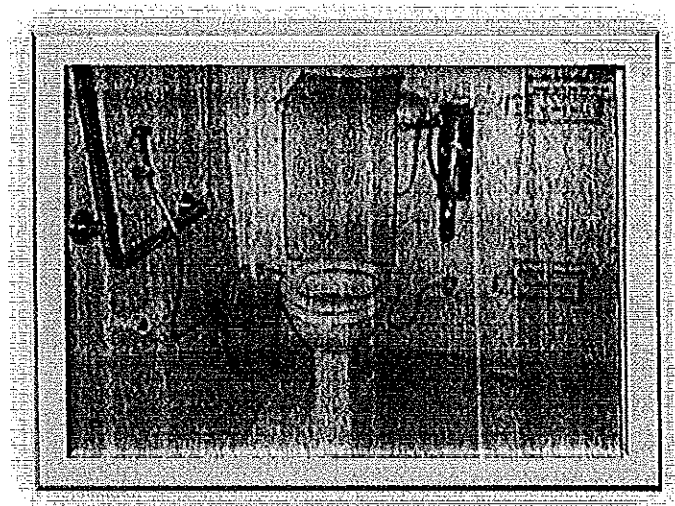
Every station should have at least one toilet with drinking water facilities for handicapped persons. The special features shall be as follows:

- i) Vertical rail should be 835mm to 1295mm above the floor level.
- ii) Pull rail of the door should be 1070mm above from the floor level as shown in the sketch.
- iii) Height of WC shall be 500mm above the floor level the rim of wash basin shall be 780 mm above the floor level.

One urinal and shower suitable for disabled persons should be provided in one of the bathing cubicle inside waiting room at the station duly providing appropriate sign board outside.



Proposed Layout-Unisex Toilet Waiting Room



Example of accessible toilet



10. Shower area:

- i. Should have seat / bathing stool (height 460mm-490mm) to facilitate easy transfer by wheelchair users.
- ii. Should have grab rails at a height (700mm-800mm) and position that allow for easy gripping by semi ambulant person and wheelchair users.
- iii. Should be provided with telephone hand shower instead of fixed showers.

11. Lifts/elevators/Travellators:

The Para 3(f) & 3(g) of Policy circular for passenger amenities vide Board's letter no. 2012/LM(PA)/3/5 dated 11.09.12 as reproduced below, shall be followed:

3(f): Escalators / Elevators (lifts) to be introduced at 'A1' category and escalators at 'A' category, 'C' category and stations of tourist importance under desirable amenities.

3(g): Travellator as ramp to be provided at 'A1' and 'A' category stations as desirable amenities.

The technical requirement including size, provision of Braille system, auditory signals shall be as per RDSO specification for lifts/elevator.

12. Telephone Facilities:

At least one public telephone should be accessible for usage by physically disabled persons:

- i) Maximum height of the telephone should be 1300mm.
- ii) Seat height should be 450mm from the floor level.

13. Canteen:

At least one counter should be made accessible to physically disabled persons. The height of service counter and eating table should be 300mm from floor level.

14. Guiding / warning floor material:

The floor material to guide or to warn the visually impaired persons with a change of colour or material with conspicuously different texture which is easily distinguishable from the rest of the surrounding floor material is called as guiding / warning materials. The guiding / warning floor material is meant to give the directional effect or warning to the physically disabled person at critical places. This floor material should be provided in the following areas:

- i) The access path from parking area to the building.
- ii) Immediately at the beginning/end of walk way where there is a vehicular traffic.
- iii) At the location with abruptly changing in level or ramp.
- iv) Immediately in front of an entrance / exit and the landing.
- v) For rest of the floor area, non slip material should be used.
- vi) Kerb should be 25mm high and floor joint shall be flushed at all the places.

15. Use of Braille:

For visually handicapped persons, Braille symbol shall be used at the height of 800mm on right side of door entrance.

16. To guide persons with vision impairment:

- i. All foot over bridges turning, to have Braille markings with signages either on the wall (as-stated earlier) or

- ii. A Braille Guide plate on the handrails (both sides) of staircase leading to the respective platforms.

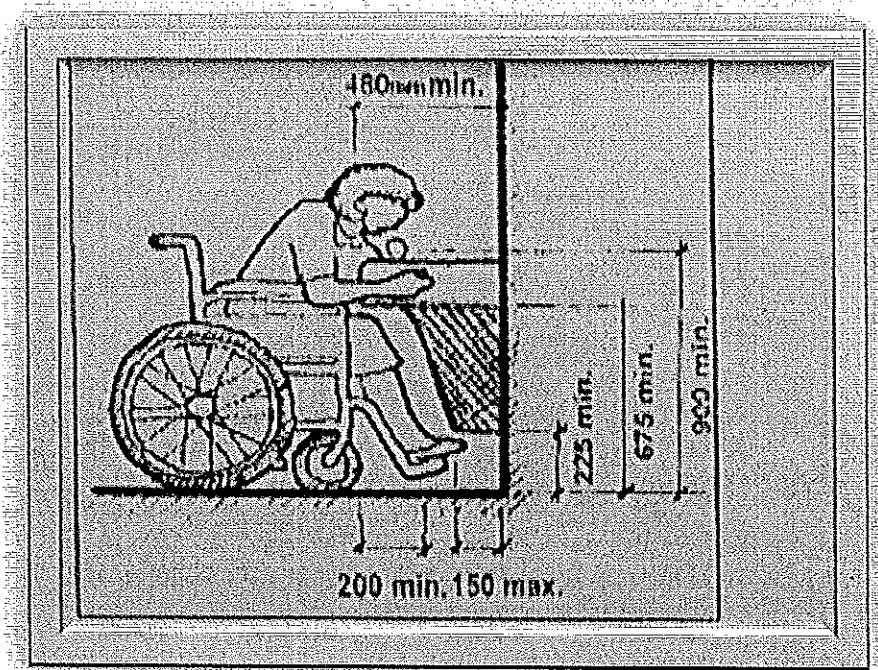
17. May I help you / Assistance counters:

- i. Tactile guiding path to be given from the ramp leading to the May I help You / Assistance Counter.
- ii. Access symbol to be provided.

RPF staff/personnel may be given knowledge about sign language through workshops and counseling sessions.

18. Drinking water facility:-

There should be separate lowered drinking water tap for disabled persons and water fountain shall be with leg and knee space as per the figure.



19. General Waiting Room:

- (i) A spacious and adequate sitting arrangement with enough aisle space shall be provided for persons with reduced mobility.
- (ii) To locate the entrance doors, Rubber foot mats in front of each entrance is to be provided to guide visually impaired persons.

- (iii) All foot mats to be embedded in the ground in a niche to avoid people from tripping on them.

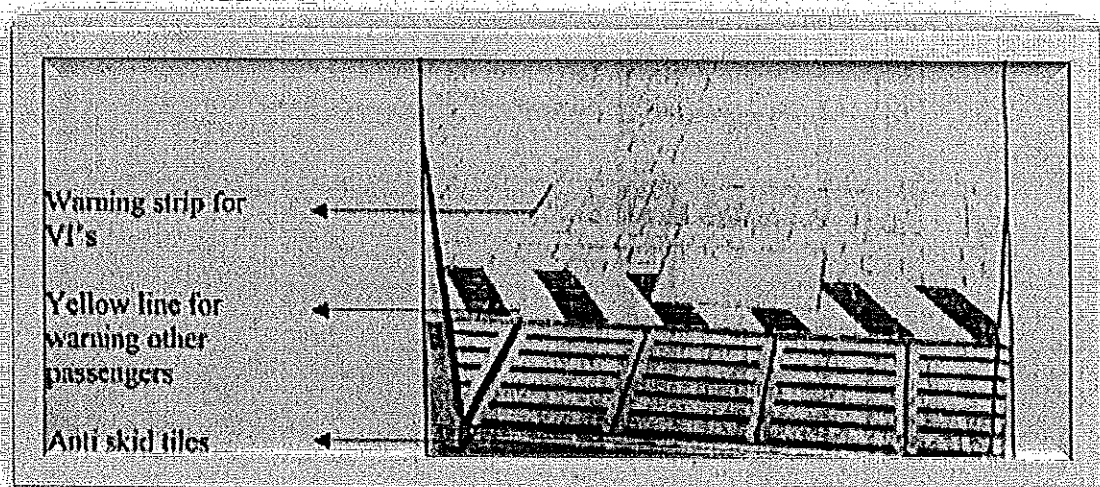
20. Other counters / stalls:

At least one eatable / book and other service shall comply with the standards mentioned below:

Writing surfaces and public dealing counters should not be more than 800mm from the floor, with a minimum clear knee space of 650mm-680mm high and 280mm-300mm deep.

21. Platform and Railway Track:

All platform edges shall be provided with warning blocks (460mm before) to prevent persons with vision impairment from falling into tracks.



22. Platform crossing:

- i. Route / pathway shall be identified for persons with loco motor disabilities for crossing the tracks.
- ii. In absence of lifts for all foot over bridges, this pathway is identified and used by persons with loco motor disabilities.
- iii. Ramp leading to crossing shall be of gentle gradient of 1:12.
- iv. Till the time lifts are installed:
Rubber beading to detail (or other options which may be worked out keeping in mind safety rules) – to allow smooth passage over gap between the railways tracks for persons with loco motor disabilities.

Surface of the pathway shall be of uniform level and shall be maintained from time to time.

23. General Information / Requirement:

- (a) Notice boards for availability of wheel chairs shall be displayed at strategic locations.
- (b) All wheel chairs should be given general maintenance from time to time.
- (c) Sufficient Number of wheel chair shall remain available for use by persons with deduced mobility and persons with disabilities.
- (d) Licensed porters shall be sensitized to the needs of differently abled persons through workshops and counseling sessions.
- (e) It should be ensured that after dropping the passengers, coolies do not bring wheel chair back from the stair cases causing damage, wear and tear.
- (f) RPF staff/personnel may be given knowledge about sign language through workshops and counseling sessions.